

# Apprenticeship Overview - Senior Financial Customer Service Advisor

Hours per week: 35	Programme Duration: 18 months
Location: Manchester	Qualification: SFCSA L3
Salary: £25,020	Apprenticeship Provider: BPP

## The Job

- Deliver successful customer outcomes by investigating queries and supporting business processes, policies, and procedures.
- Respond promptly to customer and stakeholder queries within agreed timelines.
- Process, authorize, and investigate transactions to meet performance and service level agreements.
- Provide proactive service to help customers meet their financial goals and needs.
- Educate customers on banking options, ensuring they choose the right services.
- Review and improve processes, identifying areas for automation to enhance customer experience.
- Take necessary actions to ensure positive outcomes, regularly reviewing and addressing gaps in service.

## The Skills You'll Need

We're looking for people with a passion for learning and high levels of determination, motivation, and drive to succeed. You'll have strong communication, stakeholder management and interpersonal skills with the ability to build, maintain and enhance relationships at all levels.

### You'll also need:

- The ability to maintain a strong customer focus.
- An innovative and creative mindset
- Good problem-solving skills and a proactive and inquisitive mindset, with the ability to challenge and offer solutions
- An analytical, numerate, and logical skillset with the ability to adapt well to change
- Good planning and organisational skills with the ability to prioritise and manage your time effectively
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## The Business Area: Commercial

Our Commercial Banking franchise is made up of approximately 10K colleagues, across the UK, Europe, and India. Together we're responsible for supporting business customers from entrepreneurs and small businesses all the way through to large corporate organisations and multi-nationals. We help them manage their day-to-day business activity, support them through good and challenging times, and work with to help them plan for the future.

We have the biggest market share of business customers in the UK - supporting around 1 in 4 - and work across three main customer-facing brands, NatWest, Royal Bank of Scotland, and Ulster Bank, alongside a number of specialist brands, such as Lombard and Mentor.

Customer Goals & Journeys (CG&J) supports customers within the ring-fenced parts of the Commercial & Institutional (C&I) franchise.

