

Apprenticeship Overview - Senior Financial Customer Service Advisor

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

The Job

- Provide proactive and responsive service to help customers meet their financial goals.
- Deliver outstanding customer service as the first point of contact.
- Educate customers on banking options and guide them in selecting the right services.
- Accurately complete processes while ensuring a seamless customer experience.
- Handle concerns and complaints efficiently.
- Support brokers with process and policy queries to improve customer outcomes.
- Take necessary actions to enhance customer satisfaction, identifying and addressing gaps.
- Build strong internal relationships and collaborate with stakeholders.

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

The Business Area:

Commercial Banking

With a team of 10,000+ colleagues across the UK, Europe, and India, Commercial Banking supports businesses of all sizes—from entrepreneurs to multinational corporations. We help clients manage daily operations, navigate challenges, and plan for the future. Holding the largest market share in the UK, we serve 1 in 4 businesses through NatWest, RBS, Ulster Bank, and specialist brands like Lombard and Mentor.

Retail Banking – Mortgages

Focused on customer needs and growth, our Retail Banking team at NatWest provides tailored mortgage solutions. Our specialist Relationship Managers, equipped with deep local knowledge, deliver innovative support across the UK in an evolving retail landscape.

