



Northumberland Community Banks' Customer Service Apprentice

Job Details Grade: National Minimum Wage Hourly Rate as follows:

NMW1 £4.55 (age 16-17)

NMW 2 £6.45 (age 18-20)

NMW 3 £8.20 (age 21+)

Salary: £8,303.74 - £14,964.98 per annum

Contract Duration: 12-15-month Apprenticeship – Level 2 Standard in Customer Service Practitioner

Calling all ambitious team players!

Northumberland Community Bank are thrilled to be offering new entrants to the labour market the chance of paid employment combined with the opportunity to do training relevant to the customer services sector within a financial 'not for profit' community bank.

This includes and not restricted to the opportunity to gain a nationally recognised qualification in Customer Service Level 2 and additional opportunities across different job tasks, from digital communications, various social media platforms and personal development in marketing objectives. A great way to combine work with a salary, while you are learning and studying for a recognised qualification.

Role Purpose

The role of the NCB customer service apprenticeship is to deliver high quality financial products and services to the membership of the community bank. Your core responsibility will be to provide a high-quality service to our membership which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These may be as part of a team or routine contacts and includes dealing with enquiries, applications, payments, providing guidance and support, meet-and-greet, dealing with membership problems, after care, service recovery or gaining insight through measuring customer satisfaction.

You may be the best point of contact: however, working in a team environment where your actions could influence the community bank's member experience and their satisfaction with your interactions. This is a great opportunity! You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to NCB members. You will provide service in line with NCBs member service standards and strategy and within appropriate regulatory requirements.

Based in the Town Hall Building – Station Road Ashington Northumberland NE63 8RX

Check out our Website www.northumberlandcommunitybank.co.uk

If this sounds like the role for YOU! then get in touch – enquires@ncbank.co.uk

If you wish to apply for this role then please follow the link and get applying

<https://www.findapprenticeship.service.gov.uk/apprenticeship/-539867>