

Job Title:

Customer Service - Personal Banker

Job ID:

Location:

UK - London

Full/Part Time:

Regular/Temporary:

Full-
Time
Regula
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The Requirements

If you're a passionate people person who thrives on delivering fantastic customer service and are looking for a position that will lead on to a rewarding career path, an opportunity has arisen to join us in one of our NatWest branches. As a Personal Banker, you'll be guiding and supporting our customers, while proactively identifying ways in which we can enhance their individual banking experience. You'll prosper in a supportive and collaborative environment with fantastic career opportunities where we'll support you to achieve a professional and recognised qualification.

What you'll do

Customers will be at the very heart of your role and you'll be their first point of contact when they visit our branches. You'll have great conversations with them, build relationships and help them with their banking needs, while always adding value with every conversation. By delivering outstanding service and helping our customers understand the different ways they can bank with us and the range of services we can offer, you'll significantly contribute to our business ambitions and help us to achieve our goal of being the number one bank for customer service, trust and advocacy.

Working as part of a dynamic team, you'll understand and respond to changing customer needs and draw on your own expertise to recommend and promote the benefits of the different ways they can bank with us to give our customers the best experience possible.

What you'll bring

You'll bring your passion and flair for customer service and a strong attention to detail. You'll thrive under pressure and have the drive and determination to continuously improve standards for our customers.

We'll also be looking for strong communication abilities as you'll talk about our products and services in a meaningful way, highlighting and tailoring the benefits to the individual customer. You'll have a commitment to developing new skills and responsibilities, as well as a desire to satisfy customer needs.

You'll initially join as an Associate Personal Banker and we'll invest in developing your skills and experience on your journey to become a Personal Banker within 2 years. You'll progress through a structured learning and development journey and, in addition, we'll support you to achieve the Professional Banker Certificate. Upon completing all of this and demonstrating your desire to achieve great customer satisfaction, you'll complete your first step on the career ladder by being promoted to the Personal Banker role. This will be a big first step towards an exciting and fulfilling career.

As a Financial Services organisation we comply with and support the requirements set by our Regulator, the Financial Conduct Authority (FCA), which are designed to protect our customers. This role falls under Conduct Rules of the Individual Accountability Regime (IAR) and is subject to pre-employment screening. This means if your application is successful, you'll need to satisfy some important background checks before you can start working with us. These will include a full credit check, a criminal record check, residency and right to work checks.

How we'll reward you

You'll receive a competitive reward package of between £20,227 and £26,970 pa. (pro rata for hours worked)

This comprises a base salary of between £16,182 and £21,576 pa and an additional 25% of your salary as an allowance. You can decide how much you want to convert into value-added benefits through RBSelect, the bank's flexible programme. You can tailor these benefits to suit your lifestyle with access to things like our retirement savings plans, healthcare schemes, and the chance to buy additional holidays.

You'll also receive a generous holiday allocation of 33 days per year, made up of 25 days plus 8 bank holidays (pro rata for hours worked)

We also provide a wide selection of exclusive lifestyle offers, development and learning programmes, services and support all designed to help you manage and balance your work/life priorities.

Hours

- Full time hours
- Permanent contract
- Retail hours Monday - Sunday 08:00 - 20:00
- You'll typically be working during the branches opening hours, including weekends, and your actual working hours will be discussed at your interview

At NatWest, we want everyone to feel welcome, regardless of your background or needs. If you need adjustments to your working environment, we'll do everything we can to support you. As part of this commitment, we offer flexible working options for some of our roles.