

Customer Experience Consultant P2

- **WHAT YOU WILL BE DOING**

Join our community.

Life in our branches is busy, fast-moving, challenging but always rewarding. You'll be at the heart of the action – acting as the friendly face and voice of Santander. Just as no two customers are the same, no two days will be either. Whether you're helping a customer face to face or on the phone - opening an account, moving some money or getting access to specialist advice, you'll play a vital role in their life plans. You'll also have a great team around you – and what could be more rewarding than that?

You'll be totally flexible in your approach and comfortable in undertaking a broad range of activities. This means not limiting your time and focus on one particular element of your role. You'll thrive on the variety this gives you and take satisfaction for operating in a multi-skilled environment.

The difference you'll make.

- Listening to, understanding and anticipating customers financial needs
- Presenting options and solutions across a range of products and services with a primary focus on digital first
- Answering customer calls into our contact centre
- Developing meaningful relationships with customers, and working with colleagues to look after their day-to-day and long-term needs
- Helping us be a bank that's simple for colleagues and customers to deal with

What you'll bring.

- Proven ability to deliver an outstanding consultative customer experience having explored a customer's needs
- Excellent listening, numeracy skills and communication skills, both face to face and over the phone

It would also be nice for you to have.

- A real desire to go above-and-beyond for customers
- Effective team working skills with a flexible, can-do approach to work
- Openness to a broad range of activities, even if outside of standard expectations
- Ability to grow, adapt and change accommodating business needs and priorities

What else you need to know.

This role is based in Berwick On Tweed Branch.

This is a permanent role. The working hours will be part time, 17.5 per week, between the hours of Monday – Saturday, 8am – 6pm.

Given the recent impact of the Coronavirus outbreak we will be conducting all interviews via telephone or video-conference where possible.

How we'll reward you.

As well as a salary, we offer a wide range of benefits that you can choose from and tailor to your needs. For part-time roles, your salary, bonus (where eligible) and certain benefits will be prorated to reflect your working hours.

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- £500 annual cash allowance to spend on our great range of benefits.
- Eligible for a discretionary performance-related annual bonus.
- Free access to wellbeing apps and up to three weekly online classes via our partnership with Gympass.
- Voluntary healthcare benefits at discounted rates. Including: Bupa medical insurance, dental insurance, healthcare cash plan and health assessments
- Pension with generous contributions of up to 12.5% from Santander, depending on your own contribution and length of employment with us
- 25 days' holiday plus bank holidays, which increases to 26 days after 5yrs service, with the option to purchase up to 5 contractual days per year
- 24/7 access to an online employee discount platform including retailers, entertainment, eating out, travel and more
- Share in Santander's success by investing in our share plans
- Support your favourite causes through charitable giving and our community partnerships

[Learn more about our benefits and family friendly policies](#)

#ThePlaceToBeYourself – Everyday Inclusion at Santander

We are committed to making sure all our colleagues feel they belong and are supported to succeed. Our customers come from a wide range of backgrounds, and so do our people, so we welcome applications from across society.

You can find out more about how we're embedding an inclusive culture that encourages our people to bring their full and authentic selves to work on our [Inclusion and Belonging page](#).

A bit more about Santander

At Santander we're driven by our purpose - to help people and businesses prosper. This means we help customers to create change for themselves and those around them, and we champion businesses to grow sustainably. We do this by always living our values of Simple, Personal and Fair.

At Santander, we each take personal responsibility for managing risk by embracing the I AM Risk framework - to Identify, Assess, Manage and Report risks, and to continuously build a deeper understanding of the risks we face. It is an important part of our culture at Santander and we will provide you with knowledge to help you manage risks in your role.

What to do next:-

If this sounds like a role you're interested in, then please apply.

Why not join our talent community where we'll keep you updated with all the latest news and job information? Simply register your details on our careers site, '[Join our Talent Community](#)'.

WHAT WE ARE LOOKING FOR

EXPERIENCE

EDUCATION

COMPETENCIES