Opportunity for **Temporary Customer Services Adviser (Part time)** to join Unity Trust Bank

# S:\MARKETING\Job Bag\UTB 616 Social media content\Social media content & approvals\Images for use\Pitch book cover.JPGWhy Unity

**Unity is the bank you can be proud to bank with. We help organisations to prosper and contribute to economic, community and social change. Put simply, we’re here to help create a better society.**

All of our funding comes from customer accounts and we benefit from a loyal, growing customer base. We use the deposits our customers entrust to us to fund lending which supports the communities we collectively serve.

# Purpose of the role

Working as part of the Customer Operations team to deliver the highest level of customer service and good customer outcomes. Undertake a range of administrative activities, continually improving operational effectiveness and ensuring adherence to the bank’s policies and procedures in line with corporate governance and regulatory requirements.

# Responsibilities

* Completion of daily tasks relating to account opening, ongoing servicing, telephony and high value/risk transactional activity. Accurately processing transactions and customer instructions in a timely manner ensuring that procedures are followed as well as meeting service standards and regulatory requirements.
* Ensuring risk controls are met at all times, safeguarding the Bank from losses and reporting any suspicious activity as appropriate. Undertake customer due diligence, be vigilant and actively consider all transactional activity mitigating the risk of money laundering and fraudulent activities
* Ensure all amendments to customer records are properly supported by authentic instructions and in accordance with Bank policies, procedures.
* Support the wider Bank team on projects as required. Attending team meetings and contributing to the wider team effort. Contribute to the effectiveness and efficiency of Operations by reviewing existing processes and procedures and proposing improvements which enhance service, deliver cost savings and / or mitigate risk.
* Communicate with customers with speed, ease, certainty and empathy at the telephone, in writing and face to face as required.
* To undertake any other duties required to meet the objectives of the Bank, including providing support to other Bank functions where necessary.

# PERSON SPECIFICATION

(E = essential D= desirable)

# Professional qualifications

* Banking qualification (D)

# Knowledge and Experience

* Understanding of Financial Services products and regulations ideally gained within a customer based processing environment within a Bank (E)

Other requirements specific to the role **–** e.g**.** Flexibility re working hours/willingness to travel

* Ability to work alone as well as in a team in a demanding environment.
* Embracing of the dynamism, pace and individual difference of a start-up business.
* Flexible regarding start and finish times, may be required to meet customer and business demands

**If you are interested in applying for this role, please send a copy of your CV with a cover letter to** [**hr@unity.co.uk**](mailto:hr@unity.co.uk)**. The closing date for applications is midday on the 28h July.**

Further detail available following application short listing.