**Customer Services Advisor**

Birmingham

**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.

* Complete daily tasks relating to rejected payments, CHAPs, foreign exception reports, processing cheques, credits, credit amendment letters, ongoing servicing, telephony and high value/risk transactional activity. Accurately process 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 on 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.

**The person**

* Operational knowledge of bank processes and key regulatory/legal issues
* Banking technology, payment systems and processes, telephony etc
* Numeracy

**Desirable:**

* Experience of working in banking/financial services
* Professional qualifications in Banking (preferably Certificate in Business Banking and Conduct or equivalent)

**Benefits**

30 days annual leave
5 days volunteering per employee per year
Company Pension Scheme
Diverse Workforce
Support for relevant Professional Qualifications

Please send your CV to hr@unity.co.uk