



## Vacancy – Customer Service Advisor

**We have a fantastic opportunity to join us in our Customer Service team, Unity Connect, as an advisor for our customers.**

You will provide a day to day telephone banking experience that adds a personal, human touch and helps us truly understand the needs of our customers. Your expertise will minimise the customers time and effort by delivering on their expectations and future business aspirations. Adopting speed, ease, certainty, and empathy for each customer.

By truly listening to our customers you will understand their individual needs, meaning you can help them with a range of enquiries, whether that's discussing their day to day banking needs, or our products and services where you will help provide the right solutions now and in the future

### **About Unity Trust Bank plc**

Unity is a commercial, for-profit, bank that seeks sustainable returns for itself and its shareholders. Unity pursues growth, but only sustainable, safe-growth and only if there is a value to society in all it does. It aspires to be the choice for organisations and businesses with similar belief. Integrity, being ethical, constructive, supportive, customer-driven and results focussed characterise its culture as well as its differentiation. Unity's values are straightforward, collaborative, enabling and inclusive.

### **The Person**

We are looking for passionate and energetic people who have customer service experience in a financial services background. We are also looking for the below essential knowledge and skills:

- Numeracy
- Banking technology, payment systems and processes, telephony etc
- Operational knowledge of bank processes and key regulatory/legal issues
- Passionate about delivering an outstanding customer experience
- Enthusiastic about change and continuous improvement, passionately believe in making a difference and delivering a successful outcome

We are currently working remotely due to COVID-19. Ordinarily the role will be based at our Brindleyplace head office in Birmingham, with a balance between office and home-working subject to agreement and individual circumstances.

Unity Trust Bank is committed to being an Equal Opportunities Employer