

JOB DESCRIPTION

Job Title:	Branch Customer Engagement Specialist	Job Band:	5
Department:	Branches	Location:	Mansfield Branch
Accountable to:	Branch Team Leader	Number of Direct Reports:	0
Job Purpose:	<p>Deliver outstanding service over the counter, over the telephone and whilst processing and administering customer queries.</p> <p>Action customer administration activities efficiently and effectively, with great attention to detail completing all tasks to a high-quality standard.</p> <p>Complement the existing team by taking ownership for your development, bringing a positive can-do attitude and supporting other branches as needed.</p> <p>Act as a champion for local community activity in your area.</p>		

MAIN DUTIES	
OPERATIONS:	
Counter service:	Deliver an outstanding and positive customer experience by being polite, helpful, professional and demonstrating our society values in all of our face-to-face interactions.
Telephone service:	Deliver outstanding customer service, and a positive customer experience through answering inbound telephone calls and making outbound telephone calls confidently, efficiently and professionally taking time to answer customers questions and support their needs.
Administration:	Action customer applications, tasks and other administrative activity promptly, ensuring attention to detail and a high-quality standard.

Branch Operations:	Support the smooth operation of the branches by following all branch protocols around the opening and closing of branches, keeping all keys secure, maintaining a cash float, banking cash and reconciling the tills daily.
Promoting products and servicing.	Have pro-active discussions with our customers on the products and services the Society offers through great value adding conversations and maximising customer appointments.
Doing the right thing by our customers.	Make sure all the information provided on Society products meet the needs and requirements of the customer and is clear, fair and not misleading.
Deliver objectives:	Work as part of the team to achieve individual and branch objectives making sure that you demonstrate savings standards in all interactions and activities.
Teamwork:	Demonstrate great teamwork through supporting the wider savings teams and other branches as required.
Build relationships:	Build enduring relationships and work collaboratively with the wider Society departmental functions to better support customer journeys.
Marketing & Products:	Support the Marketing and Product team on the internal and external promotions of Society products and services as needed.
Safety:	Maintain a secure environment by adhering to health and safety requirements including wearing security fobs.
Regulatory:	<p>Comply with all Anti Money Laundering (AML) and Terrorist Financing regulatory requirements including:</p> <ul style="list-style-type: none"> • Carrying out prescribed customer due diligence measures (CDD) for all customers (including appropriate enhanced due diligence (EDD) measures, where applicable) before establishing a business relationship and at appropriate times during the business relationship in accordance with documented procedures. • Understanding the law and personal obligations and responsibilities under it and the potential legal and regulatory penalties for any breach / non-compliance. • Completion of training as required in order to attain and maintain knowledge and continuing competence in AML systems, controls and procedures. • Reporting knowledge or suspicion of any money laundering or terrorist financing activity promptly in accordance with procedures.

Conduct Risk:	Carry out all duties taking into account the FCA's Conduct Risk requirements and principles of Treating Customers Fairly.
Conduct Rules:	Carry out all duties in compliance with the FCA's Conduct Rules as applicable to the role (as detailed in the Code of Conduct Sourcebook (COCON)).
Policy & Procedure:	Carry out all duties following and promoting the guidelines within documented policies and procedures, demonstrating adherence to the Society's policies.
Risk:	<p>Maintaining a strong risk awareness within your role:</p> <ul style="list-style-type: none"> • Make sure all relevant controls are implemented and are operating effectively. • Report of all risk events identified promptly. • Escalate immediately risk issues which have the potential to breach the Society's appetite for risk / control environment.
This job description will be amended in consultation to reflect changes in or to the job.	
DATE:	

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> Level 2 Qualified (GCSE, O'Levels, Functional Skills) 	
EXPERIENCE	<ul style="list-style-type: none"> 1 year experience within a customer service role 	<ul style="list-style-type: none"> Experience working in a regulated environment
KNOWLEDGE		<ul style="list-style-type: none"> Basic knowledge of savings accounts or the financial services environment
SKILLS AND ATTRIBUTES	<ul style="list-style-type: none"> A passion for customer service. Strong communication skills. Attention to detail. Organisation skills Full clean driving license 	
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> Team player Positive can-do attitude Flexible 	