

M&S Bank

M&S Customer Adviser Apprenticeship, Contact Centre

Level 3 Senior Financial Services Customer Adviser

M&S Bank is a member of HSBC Group. If you're looking for a career which will unlock new opportunities, join HSBC Group and experience the possibilities. As an HSBC Group employee in the UK, you will have access to tailored professional development opportunities and a competitive pay and benefits package. This includes private healthcare for all UK-based employees, enhanced maternity and adoption pay and support when you return to work, and a contributory pension scheme with a generous employer contribution.

At M&S Bank, we're enhancing life every day for our customers, and we're looking for a dedicated Contact Centre Apprentice to make it happen!

This isn't your average service role nor is M&S your average bank – our business is designed around you and our valued customers, and is built on inspiration, innovation, being in touch and above all integrity.

Our contact centre is the heart of our business, providing critical first point of contact for all our customers. We pride ourselves on outstanding and genuine customer service and want you to be yourself, so a natural flair with people is important. The role is varied, fast-paced and, whilst challenging, it also thoroughly rewarding. This is an Apprenticeship opportunity which will see the successful candidates join on an 18-month Level 3 Apprenticeship programme. You will be supported throughout your entire journey, with a mixture of classroom learning, independent study and on the job training designed to build your foundations for a successful career within the HSBC group.

As an Apprentice, you will be responsible for a wide variety of activity from the start; from setting up a new current account, to dealing with lost and stolen credit cards, delivering the highest levels of customer satisfaction.

An Apprenticeship with M&S Banking

- This starts with a comprehensive six-week training programme, where you'll learn all about going above and beyond for our customers
- You will work towards and complete a nationally recognised vocational qualification in Providing Financial Services
- You will gain Certificate in Retail & Digital Banking (Cert RDB)
- Flexibility in working - choose to work from our Chester head office or work from home

The Scheme has no prescribed timescale for completion as we recognise people learn at different speeds; however, the average time to complete an Apprenticeship is between 15 - 18 months.

You will also...

- Gain the opportunity to study more widely about the place of work and customer service, better equipping you for future roles whilst also earning a full time salary
- Gain satisfaction and self-confidence from the knowledge your capabilities have been successfully assessed against an established national framework
- Gain the necessary foundation in skills and knowledge that will allow you to progress your career and make the most of the further opportunities open to you.
- Access our rewards package which is an individually tailored benefit scheme, allowing you to select the benefits that are right for you. Options include a market leading pension scheme, five weeks' holiday, and the option to buy five extra days – as well as a 20% M&S discount.

What will you do as a Customer Adviser Apprentice?

- Provide exceptional service through phone interactions with customers, focus on resolving queries with an efficient, accurate, professional and courteous manner to create brand loyalty
- Take maximum opportunity to enhance customer experience and exceed expectations
- Build meaningful relationships with customers through conversations, incorporating needs analysis, building rapport and offering relevant solutions
- Maintain and update relevant customer account details using appropriate systems for M&S Bank products
- Understand and operate within regulatory requirements e.g. Data Protection, Money Laundering, FCA etc.
- Translate credit policies to customers ensuring transparency and clear understanding

Are you our next Apprentice?

- We ask for your commitment to develop and learn, and to be willing to devote some of your own time to complete the Apprenticeship programme through to the end
- Whilst working, you will be collating evidence of learning, be observed and receive feedback from a dedicated Talent Coach. This is averaged over a 14-18 month period and includes completing 'sign-up' & functional skills assessments, as well as time to take examinations.
- Work a total of 35 hours per week between the hours of 8am and 8pm, Monday to Sunday.
- Have a flexible approach to working shift patterns to support the bank in delivering a comfortable and flexible banking service to our customers.

Qualifications and Requirements

The successful candidate for this role must have:

- Strong customer focus; with a genuine passion to always put the needs of others first
- Confidence and empathy to understand the needs of a wide range of customers
- Excellent team working skills – be willing to learn with and from colleagues, and share knowledge and expertise
- Good influencing and communication skills (both written and verbal) to share information effectively, in a clear, concise and professional manner
- Minimum 5 GCSEs (or equivalent) including English and Mathematics at Grade 4/C or above. As per the Government Apprenticeship guidelines, Apprentices need to have been a resident in the UK for the last 3 consecutive years before the start of the apprenticeship.

The base location for this role is Kings Meadow Chester, but applicants from across the UK will be considered, as the role offers flexibility to work from home. There will be some requirement within the first 4-6 weeks to attend the Chester Head Office. Following the training there will be the option for hybrid working or a fully working from home.

At HSBC Group we look to enable our employees to better balance their work / life priorities and have the flexibility required to meet challenging needs as they progress through different life stages. Where possible we will consider the following flexible working options: part-time working, job sharing, term-time working, and working from home and staggered hours. If in considering a role with HSBC you have a need for some flexibility in your working arrangements please discuss this with the recruitment team in the early stages of the application process.

As a business operating in markets all around the world, we believe diversity brings benefits for our customers, our business and our people. This is why HSBC Group is committed to being an inclusive employer and encourages applications from all suitably qualified applicants irrespective of background, circumstances, age, disability, gender identity, ethnicity, religion or belief and sexual orientation.

We reserve the right to close the applications early. Applicants are encouraged to apply as early as possible to avoid disappointment.

For any questions or queries, please email apprenticeship.team@hsbc.com

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