

Job Title

Operations - Customer Engagement Officer

Reporting Line:
Customer Engagement Team Leader

Role Level:
6

Location:
Chester, UK (office-based)

About Us

We are Oxbury: The only UK bank dedicated to British agriculture. Founded by farmers, bankers, and technologists, we have combined the worlds of financial services, technology, and agriculture to provide bespoke financial products to support the rural economy

Our mission is to create and grow a sustainable, customer-focused, and innovative bank that supports and champions the financial health of the rural economy.

About the Role

The Customer Engagement Officer delivers high-quality support to Oxbury customers through inbound and outbound calls and webchat. You communicate clearly, resolve queries efficiently, and ensure every interaction builds confidence in our products and services.

You play a key role in building trust and maintaining strong customer relationships by providing consistent, professional, and proactive service.

As part of a fast-paced and evolving environment, you are adaptable and open to change, taking on new activities and adjusting to improvements in processes and technology.

Role Responsibilities

- Handle customer interactions across calls and webchat in a professional and efficient manner.
- Support customers with a range of products and services, resolving queries where possible.
- Take ownership of customer enquiries and aim for timely, first-contact resolution.
- Complete account servicing and maintain accurate, up-to-date records.
- Meet agreed service levels, quality standards, and performance targets.
- Deliver fair customer outcomes in line with Consumer Duty expectations.
- Identify and escalate risks, issues, complaints, and vulnerabilities appropriately, and wherever possible resolve complaints at the first point of contact.
- Always follow regulatory requirements and internal policies.
- Work collaboratively with colleagues to resolve issues and improve processes.

- Remain adaptable and contribute to ongoing improvements and team objectives.
- Demonstrates Oxbury's Behaviours for Success by acting with integrity, delivering excellent customer outcomes, collaborating effectively, taking ownership, embracing change, and applying professional expertise to achieve business objectives.

Skills and Experience

Essential skills

- Previous experience in a customer contact or banking/financial services role
- Knowledge of savings, lending, or similar financial products
- Familiarity with FCA regulations, KYC, AML, or data protection requirements
- Strong verbal and written communication skills
- Customer-focused mindset with the ability to build rapport quickly
- Ability to handle high volumes of calls and chats efficiently
- Good problem-solving skills and ability to resolve queries independently
- Attention to detail and accuracy in record keeping
- Ability to meet SLAs, quality standards, and performance targets
- Understanding of regulatory expectations and delivering fair customer outcomes (Consumer Duty)
- Ability to identify and escalate risks, complaints, and vulnerabilities
- Basic IT skills and ability to use multiple systems simultaneously
- Teamwork and a collaborative approach

Desirable skills

- Experience working with brokers, intermediaries, or third parties
- Experience handling complaints or vulnerable customers
- Ability to suggest and support process improvements
- Commercial awareness or ability to support business goals through customer interactions

Benefits

- ✓ A very competitive salary with an excellent benefits package.
- ✓ 25 days holiday, plus 8 days bank holiday (this increases with service).
- ✓ Oxbury Bonus.
- ✓ Free Personal Training session every week.
- ✓ Private Medical Healthcare.
- ✓ Employee Assistance Programme.
- ✓ Life Insurance.
- ✓ Enhanced maternity/paternity leave.
- ✓ Employee referral scheme.

Application

Interested candidates should submit their CV and a brief covering letter outlining their experience in agriculture, any previous work experience and why they believe they are suitable for the role. To apply please click [here](#).