

Savings Onboarding and Customer Service Officer

Reporting Line: Team Leader – Savings
Onboarding and Customer Services
Role Level: 6
Location: Chester Offices

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 Savings Customer Services Officer is responsible for supporting our existing and prospective savers. Savers will interact with Oxbury via a variety of channels which include online secure messages, telephone, email, post and webchat.

The savings customer services team is responsible for all customer servicing including account opening/onboarding, payments in and out, statements and managing the maturity process.

Role Responsibilities

1) Customer Service

- Provide exceptional customer service to our savers and prospective savers via telephone, email, secure message and webchat.
- Continually develop your knowledge on Oxbury's savings products and services so that you can assist savers with their queries.
- Ensure all customer information is accurate and kept up to date
- Escalate any issues and share savers feedback which could help improve Oxbury's service to the Savings Customer Services Manager
- Document details of calls and correspondence on the savers system record
- Help achieve the team's customer service satisfaction performance e.g. NPS, surveys, customer reviews.

2) Risk

- Treat customers fairly in all that you do
- Ensure that all savings team procedures are followed and adhered to

- Obtain supporting information and documentation to complete Know Your Customer and Anti Money Laundering checks. Have confidence to ask questions and escalate concerns where appropriate.
- Report and log complaints, breakage requests and all regulatory tasks as required

3) Teamwork

- Complete your personal training and development plan in accordance with the documented milestones and timelines
- Collaborate with colleagues to ensure customer queries and issues are resolved and communicated quickly
- Share best practice with your colleagues and communicate this and ideas for improvement to the Savings Customer Services Manager and other appropriate colleagues within Oxbury

4) Financial

- Support the savings team in delivering Oxbury's monthly and annual funding requirements, as set by Assets & Liability Committee (ALCO)
- Take ownership of customers by focusing on activities such as converting enquiries from prospective savers to opened accounts, helping customers to fund their new accounts and retaining existing savers when their accounts mature.
- Proactively propose initiatives which will improve customer service, efficiency and satisfaction which will help to lead to a reduction in the cost of acquisition of savers and the price paid for deposits relative to market

Minimum Skills / Experience

Required Skills / Experience

- 2 years + customer services experience, preferably in a financial services environment.
- Good ability to communicate via telephone, webchat and email.
- Good numerical skills.
- Demonstrable experience of adhering to policies and processes.

Desirable Skills / Experience

- Experience of working within a savings team within a bank, building society or financial services company.
- Knowledge of regulatory policies within the financial services sector.

- Knowledge of any aspect of agriculture would be welcome.
- Reliable, honest and can contribute to create a thriving culture.
- Anti-money laundering and know your customer regulations.
- A passion for delivering outstanding customer service.
- Desire to continually develop and improve.
- Experience of working with vulnerable customers

Interested in joining Oxbury?

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](#).