



Kingdom Bank

Customer Service Administrator

After the change in ownership in 2020, the Bank is growing rapidly. It is fast becoming the go-to Bank for the evangelical church in the UK who want to ensure their money is used for Kingdom purposes.

Because of this growth we'd like to hire a Customer Service Administrator to join our Account Management Team. The nature of this role is such that there is an Occupational Requirement for the successful applicant to be a committed Christian.

The Bank is a close-knit team of around 50 people. This size gives each of us the opportunity to be involved in a broader range of activities than might be the case at a larger financial organisation. Our culture is to be hard-working and professional, yet informal and caring. Team members take responsibility for balancing flexibility in their individual working patterns whilst supporting each other and delivering great customer service. We are committed to training and development, and to progression wherever possible.

Role

To provide support to the Bank's customers and administration to the Account Management department, whilst upholding the Bank's three priorities of Quality, Culture, and Growth.

- Being the first point of contact for potential and existing customers, and able to understand and articulate our Christian mission to them.
- Able to relate to our customer-base and comfortable praying with customers.
- Process requests from new and existing customers accurately adhering to departmental procedures.
- Process data and transactions accurately to customer records and accounts.
- Handle correspondence, emails and telephone calls from current clients, potential clients and external professional firms within agreed timescales.
- Assist with ongoing account management.
- Assist to prospect for new business.
- Update and maintain in-house databases.
- Prepare documents for delivery to clients.
- Participate in the general work of the office as required by the Line Manager.
- Prioritise work to achieve target response times and as directed by your Line Manager.
- Any other accounts administrative tasks relevant to the role grade as needed.

When you'll work

35 hours per week (part-time hours may be considered), generally expected to be worked Mondays to Fridays and between 8.00am and 5.30pm. Working pattern to be agreed with the line manager under the Bank's flexible working policy.

27 days paid holiday (excluding bank holidays), and the opportunity to purchase additional holiday up to a maximum entitlement of 32 days per annum.

Where you'll work

A requirement for this role is for at least three office-based days per week, based at the Bank's office: Media House, Padge Road, Beeston, Nottingham, NG9 2RS. Remote working arrangements by agreement with the line manager under the Bank's flexible working policy. Remote workers are responsible for covering commuting and accommodation costs when attending the office.

Salary & Benefits

Salary, dependent on skills and experience, between £25,500 to £26,497.

Salary sacrifice pension scheme: 9% of salary on an unmatched basis and up to 4% of total salary on a matched basis.

Other benefits in accordance with the Bank's People Policy on completion of probation, including travel loan scheme, electric vehicle salary sacrifice leasing scheme, payroll giving scheme, additional holiday purchase, private medical insurance and death in service benefit.

Probation

The post is subject to a six months' probation period.

Occupational Requirement

This role has been assessed as carrying an Occupational Requirement for the post holder to be a committed Christian.

Closing Date

Wednesday 9 July

Interview Date

w/c 14 July

If you believe that you have the skills and the passion to join the Kingdom Bank team, please download the Application Pack and complete the Application Form for this role on our website: www.kingdom.bank/vacancies.

If you need further information, please email people@kingdom.bank. We look forward to hearing from you.