

Chartered Banker

The Chartered Banker Institute is the only professional banking institute in the UK. We are an educational charity, established by Royal Charter. We are the only body in the world able to confer the status of Chartered Banker to suitably qualified individuals. Throughout our existence we have driven an agenda of ethical professionalism. We are committed to promoting professional standards for bankers, providing professional qualifications for retail, commercial and private bankers in the UK and overseas, and offering professional membership to qualified individuals. www.charteredbanker.com

ROLE PROFILE

Job Title: Business Support Coordinator (FTC 1 year)

Reports To: Business Support Manager

Role: Full time, 35 hours a week, FTC 1 year

Location: Edinburgh

Job Purpose:

To support the Business Support Manager with all new business initiatives and projects that are received and processed from Relationship Managers, Bespoke services and Academic Partnerships.

Key remit of Role:

- Oversee, coordinate and implement new business from the various internal and external stakeholders in accordance with the Implementation Guidance to include:
 - Volume of anticipated numbers/members
 - Timescales of planned activity
 - Capturing and minimising any risks or concerns
 - Benefits for the Institute
 - Cost and invoicing procedures
- Ensure all proposals and onboarding of new business and membership is fully captured and implemented
- Providing and producing regular MI reports
- Ensure that SLA's and deadlines are met in line with proposals and each new piece of business
- Successfully managing the workflow to work plan, volume of work in particular.

Duties & Responsibilities:

- Collaborating with colleagues, team leaders and wider teams across the Institute for fact finding on all new and potential new business;
- Participating in Service Improvement planning and implementation;
- Keeping up to date with all opportunities and new business ensuring timelines are in sight and visible for the implementation process;

- Work closely and collaborate with IT to address any system changes or enhancements in support of new business being received;
- Assisting and answering all queries through a variety of service channels - calls, emails, web enquiries, letters and various sources;
- Identifying any concerns and resolving within remit or escalating when required;
- Ensure that all information received is accurate and correct for uploading onto CRM.

Qualifications, Skills & Experience

The job holder requires to have:

- A knowledge or awareness of the following industries would be advantageous:
 - Banking and the wider financial services industry, or
 - A learning and development or educational environment
- Previous experience working within a Customer Service or member led organization;
- Some knowledge of project management tools and techniques would be beneficial;
- Strong written and verbal communication skills;
- Good telephone skills when engaging with clients and members;
- A knowledge of Microsoft Office.

Person Specification

Champions our Core Values by demonstrating:

- **Excellence** through attention to detail and accuracy when inputting data or processing information and consistently producing a high standard and volume of work within agreed timescales.
- **Innovation** - having the ability to problem solve and troubleshoot. Seeks ways to continuously improve and change processes and procedures.
- **Integrity** – being self-motivated, with proven ability to work effectively under time constraints. Can prioritise and organise own work on a daily basis and determine when it is appropriate to seek direction.
- **Collaboration** – building and maintaining effective relationships with team, colleagues and clients and external providers.

Please send your CV and covering letter to recruitment@charteredbanker.com

Closing date for all applications is **Friday 17th January 2020 at 5pm.**