

## NatWest Group Paid Internship Summer Opportunities For Recent Graduates

### Description

As a Customer Service Representative at NatWest Group, you will play a vital role in delivering exceptional service and support to our valued customers. You will be at the forefront of our commitment to providing a seamless and positive banking experience, handling inquiries, resolving issues, and promoting our range of financial products and services.

### Responsibilities

- Serve as the first point of contact for customers, addressing inquiries, account-related issues, and providing information about banking products and services.
- Assist customers with various banking transactions, including deposits, withdrawals, fund transfers, and bill payments.
- Identify and resolve customer concerns and complaints in a professional and timely manner.
- Promote and cross-sell NatWest Group's products and services to meet customer needs.
- Maintain accurate customer records and documentation of interactions.
- Collaborate with colleagues to ensure a consistent and high-quality customer experience.
- Stay updated on banking regulations, policies, and procedures to ensure compliance.

### Qualifications

- High school diploma or equivalent (Bachelor's degree in a related field preferred).
- Strong customer service orientation and excellent interpersonal skills.
- Effective communication skills, both verbal and written.
- Ability to work in a fast-paced, team-oriented environment.
- Basic knowledge of banking products and services (prior banking experience is a plus).
- Proficient in using computer systems and software applications.

### Experience

- Entry-level candidates are welcome to apply.
- Previous customer service experience is advantageous.
- Banking or financial industry experience is a plus.

### Skills

- Excellent problem-solving abilities.
- Active listening and empathy.
- Attention to detail and accuracy.
- Strong time management and organizational skills.

### Hiring organization

NatWest Group

### Employment Type

Intern

### Duration of employment

6 months

### Industry

Banking, Financial services

### Job Location

Edinburgh, Scotland, UK, EH1,  
Edinburgh, Scotland, UK

### Working Hours

8

### Base Salary

10

### Date posted

August 14, 2025

### Valid through

01.10.2027

- Proficiency in using banking software and tools.
- Sales and cross-selling skills.
- Adaptability and willingness to learn.

### **Job Benefits**

- Competitive salary and performance-based incentives.
- Comprehensive training and ongoing development opportunities.
- Health, dental, and vision insurance plans.
- Retirement savings plans with employer contributions.
- Paid time off and vacation benefits.
- Employee assistance program.
- Career advancement opportunities within NatWest Group.
- A diverse and inclusive work environment.

### **Contacts**

To apply for this position or for further inquiries, please visit our careers website:

[NatWest Group Careers](#)

Join NatWest Group and be a part of a dynamic team dedicated to serving our customers and helping them achieve their financial goals. We are committed to fostering an inclusive and diverse workplace where all talents are valued and rewarded.