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| **Title :** | Graduate Trainee |
| **Employment Type:** | Fixed Term 2.5 years |
| **Department :** | Customer Service |
| **Location** | Glasgow |
| **Date**  | 10.12.21 |
| **Closing date** | 05.01.22 |
| **Salary** | £22,000 |
| **Recruiter** | Charlene McSherry, please send covering letter and CV to Charlene.mcsherry@scottishfriendly.co.uk |

At Scottish Friendly we want to attract the best talent to help us achieve our vision: **to be a leading UK mutual insurer through innovation, efficient customer services and responsible capital management**. Scottish Friendly is one of the most progressive mutual life insurance offices in the UK with over 150 years’ worth of history in the financial services market. Based in Glasgow, Scottish Friendly is a dynamic and rapidly expanding financial services group dedicated to the efficient provision of a wide range of financial products and services. We employ circa 220 staff and we are growing.

As a friendly society, we don’t have any shareholders, so all profits are used for the benefit of the customers. Our people are enthusiastic and passionate about saving and investing.

If you’re inspired to join us, and have the necessary qualities, then this could be the opportunity you’ve been looking for.

**The Role**

As a Graduate Trainee, you will start with a formal induction and training programme. You will undertake 3 x 8 month placements and 1 x 6 month placement, which could see you working in our Customer Contact Centre and Pension departments. To succeed in this role, you will have:

* the ability to build a personal rapport with customers and have excellent communication skills.
* be able to work independently, be self-motivated and have excellent attention to detail.
* To communicate with customers over the phone and via email and cover everything from providing quotations, troubleshooting and offering advice on a wide range of topics.

This role is perfect if you are looking to progress within a financial services business and most importantly, understand the value of a great customer experience.

At the end of this graduate programme, you will have gained some valuable experience and an in-depth view of the Financial Services sector from many different perspectives.

We are an equal opportunities employer, we believe diversity brings benefits for our customers, our business and our people. We welcome applications from all individuals.