

Cert HE Business Skills for the Workplace

LCLM4005 Employability and Career Development

Mock Interview

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TASK 1: FULL JOB DESCRIPTION SUMMARY

Job description: Team Manager, Business Banking.

Company: Monzo Bank

Location: Remote, London, England, United Kingdom.

Remuneration: 32,200 -40,750 with share options and benefits.

Posted: 4 days ago

Application Deadline: Thursday 20 th November 2025.

Company Overview:

Monzo is a digital bank that aims at making financial services more straightforward. The company began as a prepaid card provider and has developed to provide personal accounts, business accounts, joint accounts, youth accounts, credit cards, savings, investment and pensions within the UK. In 2022, Monzo was the winner of Best Business Banking App in the British Bank awards.

Role Purpose:

The offers concentration on the Team Manager job in three areas. To begin with, team empowerment as a means of offering great customer service within the web chat, email, phone, and task-based workstreams. Second, training novice staff members to professionals within their areas of specialisation. Third, support, guidance, and development opportunities contribute to creating beneficial culture in the team.

Key Responsibilities:

- Lead, coach, and support team members to achieve personal, professional, and performance goals
- Instill customer-centric culture focused on helping customers with personal financial needs

- Provide coaching through side-by-side sessions, call listening, and one-to-one meetings
- Hold daily buzz sessions and weekly team meetings focused on engagement and performance
- Drive individual and team performance to meet customer demand levels
- Manage schedules with Real Time team to ensure appropriate staffing levels
- Review quality of customer interactions to identify improvement areas
- Handle difficult queries and demonstrate excellent performance standards
- Serve as escalation point for Business Banking product and process queries
- Use data to identify trends and understand performance gaps
- Lead team through business changes
- Maintain engaging and rewarding work environment

Essential Requirements:

- Experience working within Business Banking team in financial services environment (essential requirement)
- Track record as inspirational leader of high-performing teams
- Strong coaching abilities to improve team performance
- Self-starter mindset treating team as own business
- Comfort leading team toward productivity and quality targets
- Understanding of task impact on service delivery
- Passion for efficient query resolution
- Enthusiasm for developing individuals and managing performance
- Ability to handle difficult conversations including absence management, conduct issues, and declining requests

- Hands-on problem-solving approach with ability to shift priorities quickly
- Enjoyment working with diverse groups

Benefits Package:

- Salary range £32,200 to £40,750
- Share options
- Flexible working hours with trust-based system
- £1,000 annual learning budget for books, courses, and conferences
- Work-from-home setup including MacBook
- Additional remote work support
- Full benefits list available on company website

Application Process: Three-stage process taking 2-3 weeks:

1. Application submission
2. 30-minute recruiter call
3. 60-minute final stage interview

Company Culture:

Diversity and inclusion are one of the priorities of Monzo. The company is an equal opportunity employer that does not discriminate any based on age, ethnicity, religion, sex and sexual orientation, gender identity, family status, national origin, veteran status, neurodiversity, or disability status. They were inviting potential employees to apply even Skilled Workers without all the requirements. Nicknames are accepted in applications.

TASK 2: COVER LETTER

ABCD EFGH

12345 Street, London, England

abcd@gmail.com

07459473155

Hiring Manager

Monzo Bank

London, England

Dear Hiring Manager,

I am submitting the Team Manager, Business Banking application to Monzo. Your devotion to customer-focus and growing people is in line with my professional experience and vision on becoming a leader.

Precision, teamwork, and regular performance under pressure, three-year experience in operation and operational tasks are part of my background. Working as a Laundry Operative in Belmont Laundry, I was expected to carry out daily operations in line with meeting the required targets and upholding quality. I sorted and packed bed sheets and duvet covers with regard to client needs, labelled and prepared those to be delivered, and made sure that there was precision in claiming the materials of clients. I was productive in a group set up in achieving the daily targets and ensuring that work place was neat and organised.

The experience allowed me to acquire a skill of leading by example, encouraging team members, and working to high standards in a time stressor situation. I know the value of effective communication, attention, and how to build healthy working conditions that result in successful teams.

I am pursuing a degree course in Business Management at Bath Spa University where I take strategic management, operations management and organisational behaviour. This theoretical background brings my practical experience and reinforces my knowledge base about the subject of business operations, performance management, and customer service excellence.

Being a native of Romanian, speaking good English, I am able to communicate successfully with various teams and customers because of my multilingual skills. I am quick in adjusting to new places, I acquire new work very fast and I work well in the face of adversarial conditions to achieve goals.

I am attracted by the vision of Monzo to make money work out with everybody and your focus on the work of problem solution instead of product sales. Your focus on making magical moments to the customers is in line with my philosophy of people first and serving them to their best ability.

I would be happy to support the growth of your Business Banking team, make team members become experts, and support keeping the culture of being customer-oriented that Monzo is infamous to. I would be glad to talk about my alignment of my experience and passion with this position.

I am grateful to submit to your application.

Yours sincerely,

ABCD EFGH

TASK 3: CV

CURRICULUM VITAE

Name: ABCD EFGH

Phone: 07459473155

Email: abcd@gmail.com

Phone: 12345 Street in London, England.

PERSONAL PROFILE

Diligent and dependable person that had good teamworking skills and detail orientation. I am easy to interact with, learn new assignments fast and work in positive and productive workplaces. I am in need of a stable job in order to further sharpen my professional capacity.

WORK EXPERIENCE

Belmont Laundry, Laundry Operative.

2022 - 2025

Arranged and stuffed bed sheets and duvet covers as per the needs of clients.

Delivered labelled and ready-made laundry.

Assured accuracy and promptness in determining client materials.

Behaved effectively as a member of a team to achieve targets per day.

Kept clean and orderly work place.

EDUCATION

Dinu Bratianu Secondary School, Romania.

Year finished: 2020

Romania Dinu Bratianu Technological High School.

Year finished: 2022

Bath Spa University, Business management (Current)

2023 - Present (Second Year)

SKILLS

Extroverted and pleasing character.

Good collaboration skills and communication.

Organized and reliable

Fast thinker, easy going in new situations.

Pressure- Resistance and Target achievement.

Fluent in Romanian (native), English (good).

LANGUAGES

Romanian: Native

English: Good

References

LinkedIn (2025). 'Business manager jobs in London'. Available at: <https://uk.linkedin.com/jobs/business-manager-jobs-london?currentJobId=4322172805&position=5&pageNum=0> (accessed 16 November 2025)