

CV & Cover letter assignment:

Job poster:

Full job description

Customer Service Advisors – Mortgage & Loans:

Customer Service Advisors – Mortgage & Loans | S1 | Homes Direct | Teesside/Thornaby

Santander  | Thornaby on Tees

You must create an Indeed account before continuing to the company website to apply

[Apply on company site !\[\]\(f5126919fb264baa65afc980ba29ad65_img.jpg\)](#)  

Full job description

Customer Service Advisors – Mortgage & Loans | S1 | Homes Direct | Teesside/Thornaby

Country: United Kingdom

Join Our Community:

If you have a passion for customer service and are looking for a role which allows you develop a career doing what you love, then please read on.

We're hiring full time Customer Service Advisors within our Homes Direct Servicing team in Thornaby with a starting package of £26,420; this is made up of a base salary of £24,000 along with an additional £500 flexible benefit and up to a £1,920 discretionary performance related bonus.

By joining our team, you'll benefit from the best of both worlds: the flexibility of a hybrid role and the advantages of being part of a collaborative office environment.

In this role you'll bring energy and warmth to every customer interaction, whether helping someone secure their dream home, celebrating their final mortgage payment or applying for a personal loan. No two calls are the same, and we'll equip you with the skills to build strong customer relationships, take ownership and deliver great service.

The difference you'll make:

- Handling customer and third-party mortgage or loan queries and transactions over the phone. Once fully trained, you may have the opportunity to support via Live Chat too.
- Inspiring customers to embrace our digital evolution, allowing them to choose how they interact with us.

Keeping our customers and the bank safe, by identifying vulnerabilities and detecting potential

Contact information: 07123456789 2419752@student.uwtsd.ac.uk

Personal profile: Recently completed my business qualifications and I'm looking for an opportunity to expand my professional knowledge and gain experience within relevant sectors.

Education background:

BA (HONS) Business management, Birmingham City University (2025-Expected 2028)

- Modules:
Employability and careers development
Enterprise and Entrepreneurship

University of Birmingham School, Birmingham (2016-2021)

- GCSES: English: 7 Drama: 7 Geography: 7 Philosophy and ethics: 7 Science: 6
Math's 6

Solihull College, Birmingham (2021-2023)

- Level 2: BTEC Business and law (Merit) Level 3: BTEC Business administration
(Merit)

Work experience:

Front of house Receptionist at NatWest Bank (2023-2024)

- Completed meeting room bookings
- Did receptionist duties which included signing guests and staff into the building.
- Administrative duties: greeting visitors, scheduling appointments
- Observed the meeting process of coaching the entrepreneurs
- Learnt how to log jobs and inspect the building with the security team

Skills and specialization:

- Teamwork
- Good communication
- Punctual
- IT skills

Achievements:

- Attendance award
- Team leader Award
- Peer mentor

COVER LETTER: Dear Mr/Mrs/ Ms:

I'm pleased to be writing to you today regarding my application for the Customer Service advisor position. I believe my qualifications and experience make me an ideal candidate for this job role.

I am very confident that my qualifications, experience and numerous skills I've gained can be very valuable for this job role as I've completed Level 2 and 3 in Business and Business Administration, which is related to the job title I've applied for and can be very useful to this job role.

My numerous skills I have can be very useful to this job role as a customer service position because I have excellent attendance and punctuality so I'm very reliable and I have an attendance award for this as well and I have very good communication skills which is needed when having conversations with customers. I'm also a people person and I'm very good at working as a team, which is very helpful, and I have an achievement award for being a good team leader and peer mentor. My other skills and specialization are my IT skills and my organisational skills, which may be useful.

I am very excited to bring my skills and experience to your business and contribute to the success of your team. I am confident that I will make a meaningful contribution and change to the business, and I would love this opportunity and I'm very eager to start so I can work further in the business sector. Thank you for considering my application. I look forward to the opportunity to discuss how I can contribute to your team.

Your Sincerely,xxxxx

