

[Apply now »](#)

Customer Service Representative - Canary Wharf, London

Location: London, GB, E14 5NY

Brand: HSBC

Area of Interest: Branch and Retail
Banking

Role Workstyle: Office Worker

Date: 1 Jul 2026

Job Description

What you'll do

The role of a Cashier is to provide our customers with an outstanding service we can all be proud of, by taking ownership of customers' transactional or service requests and answering specific product queries. Our Cashiers also educate our customers around HSBC self-service devices and actively speak to them around HSBC's digital platforms, giving them the choice of how they wish to bank with us.

We're looking for people who are passionate about delivering an outstanding customer experience, people who are ambitious and have a helpful personality. Previous Customer Service experience is helpful but is not essential, as what we're really interested in is someone who can hold a conversation and who has a genuine passion for going above and beyond for customers – everything else we can teach you!

At HSBC we're passionate about coaching and developing our people, you'll have access to our learning platform and the opportunity to develop yourself and your career further.

Within this role you'll:

- Provide exceptional face-to-face customer service in a timely manner whilst working in a fast-paced busy Branch environment and adhering to our policies and procedures
- Process a wide range of transactions, whilst maintaining a high degree of accuracy
- Have excellent attention to detail
- Play a supporting role in educating our customers around HSBC self-service devices and alternative digital banking platforms
- Collaborate as part of the dynamic Branch team and actively seek to improve workflows and processes to make banking with HSBC easier for our customers

What do I need to be successful?

- Demonstrate excellent communication skills enabling you to engage in effective conversations, build strong connections and show empathy to our customers

- The ability to take ownership of customer enquiries through to resolution – you'll pride yourself on delivering a customer experience that exceeds expectations, delivering a personalised, friendly and efficient service
- Be resilient to a continuous changing environment

When & where you'll work

This is a full-time role that requires you to work 35 hours per week between the hours of **Monday to Friday 09:00-17:00 and Saturday 09:00-13:30**. (Not all our branches are open on a Saturday). Please note if you're on a student visa that does not allow you to work 35 hours per week, unfortunately, we will not be able to progress your application. There may be times when we may ask you to support other local branches within a reasonable distance to you with any additional costs reimbursed in line with HSBC Expenses Policy.

Your Training

You'll receive full training in-branch to get you up to speed with the specifics of your job role, the systems you will use, as well as the products and services that HSBC offer. Our Customer Service Representative training course is 8 days in total split over 2 weeks. As our training is important, we require you to attend the whole course therefore you will be unable to take holidays during your training period.

What You'll Get!

We offer an attractive minimum starting salary of £27,000 based on 35 hours per week, plus an annual discretionary performance bonus.

You will also receive:

- Over six weeks' holiday. This includes bank and public holidays with the option to buy more
- Perks at Work Benefit where you will be able to access to 30,000+ national & local employee discounts
- A market-leading employer pension contribution
- BUPA Healthcare
- Life Assurance, equivalent to four times your annual salary
- Access to a flexible benefits platform offering upgrades to Health Club Memberships, Retail Voucher Cards, Car Breakdown Cover and more
- Sharesave schemes – a monthly savings plan linked to an option to buy shares in HSBC at a discounted rate

Opening up a world of opportunity.

Being open to different points of view is important for our business and the communities we serve. At HSBC, we're dedicated to creating diverse and inclusive workplaces - no matter their gender, ethnicity, disability, religion, sexual orientation, or age. We are committed to removing barriers and ensuring careers at HSBC are inclusive and accessible for everyone to be at their

best. We take pride in being a Disability Confident Leader and will offer an interview to people with disabilities, long term conditions or neurodivergent candidates who meet the minimum criteria for the role.

If you have a need that requires accommodations or changes during the recruitment process, please get in touch with our Recruitment Helpdesk:

Email: hsbc.recruitment@hsbc.com

Telephone: +44 207 832 8500

[Apply now »](#)

[Accessibility](#) | [Cookie Consent Manager](#) | [HSBC Data Privacy Notice](#) | [Online Security](#) | [Terms and Conditions](#)

ALUT LUETH

London N5 | 07818 715827 | alutlueth@yahoo.co.uk

PERSONAL PROFILE

A proactive and customer-focused professional with extensive experience in service delivery, client relations, and business support. Skilled at managing customer enquiries, resolving issues efficiently, and promoting products and services to achieve business goals. Recognised for excellent communication, attention to detail, and the ability to build rapport with clients from diverse backgrounds. Adept at working under pressure, supporting team success, and maintaining high standards of professionalism. Seeking a customer service or business support position within a dynamic organisation where interpersonal and organisational skills can add real value.

KEY SKILLS & ACHIEVEMENTS

Exceptional Customer Service & Relationship Management

Complaint Resolution & Problem Solving

Business Administration & Sales Support

Communication & Interpersonal Skills

Attention to Detail & Accuracy

Coaching & Team Collaboration

Risk Awareness & Compliance Procedures

Time Management & Multitasking

Adaptable and Professional under Pressure

EMPLOYMENT HISTORY

July 2026 – Present Customer Service Representative – HSBC Bank

Delivered excellent face-to-face and telephone customer service to a diverse client base.

Built strong customer relationships by identifying financial needs and recommending tailored products, including savings, loans, and credit cards.

Managed complex client portfolios including corporate clients such as Bouygues Construction and the High Commission of Canada.

Led branch initiatives as Savings Champion, training and mentoring colleagues on customer engagement and sales strategies.

Ensured all banking processes were compliant with global risk and regulatory standards, minimising fraud and operational risks.

Consistently received outstanding customer feedback for professionalism, problem-solving, and service quality.

Savings Champion for the branch which means I coach my colleagues about savings, how to have a full discussion with customers about savings. I had to do return each week to Senior Managers to show how I have helped my branch and customers achieve their savings goals.

January 2017– March 2026 Cashier HSBC

■ Provided excellent customer service and handled daily banking transactions accurately.

■ Assisted customers with account enquiries, payments, deposits, and withdrawals.

Maintained compliance with banking procedures and achieved 10/10 customer satisfaction scores.

Oct 2018 – Jan 2023 Volunteer Young Ambassador – The Prince's Trust

Represented the charity at national events, delivering public speeches to senior stakeholders, including Theresa May and King Charles

Supported fundraising efforts that contributed to raising £9.4 million for youth programmes

Acted as a role model, promoting personal development and career opportunities for young people

Education And Training

Level 4 Business at Workplace Programme, University of Wales Trinity Saint David
2025

Agile Foundation Certification, The Learning People
Completed: November 2025

Certificate in Level 2 Safeguarding, London College of Professional Studies January 2025

Level 1 Unit Planning for Success in the Employment Market, Civil Service April 2024

Level 2 in Customer Service, Free 2 Learn November 2022

Level 2 In Understanding Children & Young People Mental Health May 2022

Level 2 & Level 3 in Fitness Instruction & Nutrition, Sep 2015

Level 3 in Information Technology, Southall West London College Feb 2013

GCSEs including English, Maths, Science, IT & French, Vienna College Namugongo 2010

Refence available on request

Dear Hiring Manager,

I am writing to express my interest in the Customer Service Representative position at HSBC Canary Wharf. Having previously worked as a Cashier at HSBC from May 2015 to March 2025, I am excited about the opportunity to return to an organisation I know and value, bringing with me 10 years of experience delivering outstanding face-to-face customer service.

During my time at HSBC, I consistently demonstrated a strong commitment to putting customers first and achieved 10/10 customer satisfaction survey scores. I took pride in building strong relationships with customers, understanding their needs, resolving enquiries efficiently, and ensuring every interaction was positive and professional.

As a HSBC Cashier, I processed a wide range of banking transactions with a high level of accuracy while following strict policies and procedures. I developed excellent attention to detail, handled customer requests responsibly, maintained confidentiality, and remained calm and professional in a busy branch environment. I also supported customers in using HSBC self-service machines and digital banking platforms, helping them feel confident choosing the right way to manage their banking needs.

I am a strong communicator who enjoys engaging with customers, showing empathy, and taking ownership of enquiries through to resolution. I work well as part of a team and always look for ways to improve customer experiences and make processes easier. My ability to adapt to change, learn new systems, and remain resilient in a fast-paced environment has been demonstrated throughout my career.

Alongside my professional experience, I am currently studying Leadership and Management at university, which continues to develop my skills in communication, teamwork, problem-solving, and decision-making.

I would be delighted to bring my previous HSBC knowledge, customer-focused approach, and passion for delivering excellent service back to the branch team. Thank you for considering my application. I look forward to the opportunity to discuss how my experience and dedication can contribute to HSBC's continued success.

Yours faithfully,

Alut Lueth