

My Role is: *Barclays Community Banker – Essential Operations*

My Area & Team: *Personal and Corporate Banking;
Branch Network*

The grade of my role: *BA2*

My role reports to: *Branch Manager or Assistant Manager (depending on size and type of Branch)*

The purpose of my role is to:

Take ownership of the customer experience by providing excellent service and deepen customer relationships to help grow the business and strengthen the Barclays brand in the community. Deliver exceptional operational performance in your branch and support colleagues to deliver on their operational responsibilities. Work collaboratively with other Barclay's colleagues to deliver on our vision to be Go-To and live our purpose and values

My role benefits the Customer, Colleagues, Community and Company by:



My Accountabilities are to:

Delight the customer by offering a professional, caring, consistent and outstanding level of customer service. Build trust by engaging in conversations and active listening to customers to be able to anticipate and meet the servicing needs of all customers.

Strive to exceed customer expectations and be empowered to deal with customer requests at first point of contact, only handing off where this adds value in the eyes of the customer.

Create exceptional customer experiences for everyday queries and complaint handling by taking responsibility and using all resources to proactively intercept and address customer issues efficiently and effectively. Know where to go to get support if they cannot be resolved immediately.

Demonstrate a strong level of competence in our digital products, enabling you to proactively educate your customers to have confidence in consistently using alternative channels of their choice, at times to suit them.

Emotionally connect with customers and work with colleagues in a collaborative way to deliver a consistently exceptional and 'seamless' customer experience.

Treat your colleagues with respect, act with honesty, integrity and work together to maintain branch operational compliance with all relevant policy and mitigation of operational risk.

Be proactive, visible and engaging. Provide effective banking hall coordination and assist customers with their essential everyday needs, providing every day banking solutions where appropriate.

Undertake and support colleague with till management and till balancing, and take responsibility for cash management and controls. Complete all back office and administration activities such as updating customer records and building customer contact information.

Take an active interest in the local community. Get involved in activities that support Barclays contribution to the wider community's needs.

Ensure that all activities and duties are carried out in full compliance with regulatory requirements, Barclays Operational Risk Framework and internal Barclays Policies and Standards.

Take ownership of your own development and training, maintaining an effective development plan that supports continuous development in the role. Be confident in using technology and keep knowledge up to date on products and services across all channels. Complete all appropriate mandatory and regulatory training.

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The Knowledge and Skills I need to have or develop to do my role well are:

	CORE	HIGHER	ADVANCED	EXPERT
Take Ownership		●		
Communicate Well and Make Relationships Work	●			
Decision Making	●			
Planning and Organising	●			
Customer Obsessed		●		
Digitally Savvy		●		
Operational Excellence		●		

The potential career steps from this role include:

Community Banker - Moment Banking

Personal Banker (Skybranch)

Community Banker – Operational Banking

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<p>New role holders will need the following qualifications and experience from previous roles</p>	<ul style="list-style-type: none"> ▪ Experience of operating in a customer-facing role where service is paramount. ▪ Operational knowledge of Barclays policies and procedures. ▪ Proven ability to meet performance standards.
<p>Number and Type of Roles that Report to this Role</p>	<p>None</p>
<p>Size and Scope of this Role</p>	
<p>Resources</p>	<p>Manage your time effectively and use Barclay’s systems and tools in order to ensure operational excellence and high quality, timely and consistent results to a range of customers transactional and moment banking needs.</p>
<p>Authority Level and Limits</p>	<p>Work within pre-defined authority levels and guidance, using support and tools where necessary in order to produce accurate results.</p>
<p>Problem Solving</p>	<p>Resolve problems using your experience and judgment to manage customer issues effectively and efficiently.</p>
<p>Innovation</p>	<p>Proactively share ideas, recommend process improvements and best practice, both through the online systems and to Branch colleagues, in order to improve efficiency and effectiveness of Branch operations.</p>
<p>Customer/Stakeholder Relationships (internal)</p>	<p>Work effectively with the Branch team and colleagues across Barclays to grow customer relationships and strengthen the Barclays brand in the community.</p>
<p>Customer / Stakeholder Relationships (external)</p>	<p>Work directly with customers, giving them choice and educate them on alternative ways to deal with their everyday banking needs</p>
<p>Risk Management</p>	<p>Adhere to standards and be responsible for the identification and escalation of risk. Ensure compliance with all relevant policies in order to achieve the right outcomes for customers and Barclays.</p>
<p>Time Horizon</p>	<p>Maximise your time, working proactively to help deliver on customer ambitions and day to day banking needs.</p>
<p>Job Evaluation Reference Number</p>	<p>17209</p>

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My Key Performance Indicators are to:

- Customer feedback related to advocacy and satisfaction.
- Achievement of required standards of business.
- Core of Barclays Values & Behaviours.
- Feedback from branch and specialist colleagues and other channels.
- Contribution to Barclays' business profile in the local community.
- Achievement of personal and team goals (including KPI's) agreed with Line Manager.

Role Content Agreement (for FCA /PRA Approved Roles Only)

Agreed by Line Manager	Name	Signature	Date
Agreed by HR Business Partner / HR Manager	Name	Signature	Date