Kingdom Bank

Application Pack

Customer Service Support Assistant

Nov 2026

Kingdom Bank

Welcome

Thank you for your interest in applying for the role of Customer Service Support Assistant at Kingdom Bank.

A Bank on a Mission

The Bank is rapidly growing. Churches and Christians across the UK are increasingly looking to us because they want their savings to fuel gospel mission and not just sit in a standard high-street account.

Are you our new temporary Customer Service Support Assistant?

To support its next stage of growth, the Bank has launched a new banking system for all its customers. We're seeking a Temporary Customer Service Support Assistant to ensure a seamless transition. Because this role represents a Christian bank serving the evangelical church, there is an Occupational Requirement for each of the successful candidates to be committed Christians.

Following five day's training in the Nottingham office, the role can be office or home-based, using a laptop and headset provided by us. If you are home-based, you will need to provide your own WiFi with broadband. The role will be remunerated on a day-rate of £100 per day, on the basis of a seven hour day worked between 9am and 5pm.

A Small Team with Big Impact

We're a close-knit team of around 60 people. Our culture is hardworking, warm, informal, and passionate about making Jesus known. We trust our people to balance flexibility with responsibility, support one another, and deliver excellent service for our customers.

If you believe that you have the skills and the passion to work with us on this project, as part of the Kingdom Bank team, please do apply. We look forward to hearing from you.

Paul Houghton

Chief Executive Officer

Our history

Kingdom Bank exists to help churches grow. This has been our mission throughout our history as the Bank has evolved and grown.

Our story began in the early 1950s when George Oldershaw, a pastor in the Assemblies of God fellowship, identified a need for newly planted congregations to have the means to purchase their own premises. Facing hesitancy from High Street banks to lend to churches, Oldershaw came up with an innovative solution: the Assemblies of God Property Trust.

The Trust provided a way for congregations who were better established to deposit money which could then be lent to newer fellowships. Over the decades, the organisation continued to grow and fulfil its mission of funding church growth across the UK. It was authorised by the Bank of England – and, subsequently, the Financial Services Authority – in the 1980s.

Wanting to widen its services to the whole of the UK Church, Kingdom Bank was launched as a wholly owned subsidiary of the Charity on 1 January 2005, authorised and regulated by the Financial Services Authority.

In 2020, Kingdom Bank entered a new chapter and was acquired by a group of Christian investors, including UK charity Stewardship and a consortium of individuals. With a shared passion to see churches, charities and Christian workers thrive, this new, shared ownership, has positioned the Bank towards growth and to lend more than ever before.

Our products and services

The business of the Bank primarily consists of mortgages to churches, ministry workers and Christian charities. In conjunction with this, the Bank provides a range of savings and deposit accounts, designed to provide Christian individuals and organisations with a way to save whilst putting their money to work for the Kingdom. We also encompass Kingdom Bank Insurance Brokers, specialising in finding churches and charities the cover they require for their ministries. Most recently we have launched a Property Services consultancy operation, designed to serve churches with acquiring and developing property for their ministries.

Customer Service Support Assistant

The following are the main terms and conditions for the role. Further details can be provided on request.

When you'll work

Seven hours per day, on an agreed schedule within office hours (Mondays to Fridays and between 9.00am and 5.00pm) for a minimum of three months from November to January. The working pattern will be agreed with the line manager under the Bank's flexible working policy.

Whilst this is not a permanent role with annual leave entitlement, after the first 15 working days completed, the role will accrue two days' holiday pay. For each further 7½ working days completed, the role will accrue a further one day's holiday pay.

Where you'll work

The internship will start with 5 day's training in the Bank's office at Media House, Padge Road, Beeston, Nottingham, NG9 2RS. Subsequently, the internship can be office or home-based. Travel to the office will be at your expense.

Salary & Benefits

The position will be remunerated at a salary (FTE) of £26,000 which is £100 per seven hour working day. The remuneration for each holiday day accrued will also be £100. Payment will be subject to UK taxes and NI rules.

As a short-term role, the position will not qualify for other benefits which would normally require the completion of a probation period.

Occupational Requirement

Similar to all customer-facing roles within the Bank, this role has been assessed as carrying an Occupational Requirement for the post holder to be a committed Christian.

Customer Service Support Assistant

Reports to: Head of Account Management

ROLE

Calling the Bank's customers via laptop-based phone calls to have friendly but professional conversations which enable the information held by the Bank to be verified and updated. The role will uphold the Bank's three priorities:

Quality *We seek to deliver high quality across every aspect of the Bank's activities.*	• *Each customer interaction regarding their personal data needs to be accurate, confidential and to build trust.*
Culture *We want the Bank's mission and core values to be evident in both what we do and the way we behave.*	• *Customer interactions need to be clear, friendly, polite and professional.* • *Understanding of the Bank's wider purpose and close collaboration with the wider team will both be essential.*
Growth *We want to achieve sustainable profitable growth in line with the Bank's mission and every team member has a role to play in this.*	• *Every customer interaction plays a small but vital role in enabling the Bank to achieve its ambitions to serve a growing number of local UK churches to the glory of God.*

MAIN RESPONSIBILITIES

- Make and receive outgoing/incoming calls/emails to/from customers;
- Have polite and friendly Christ-centred conversations with customers;
- Using the Bank's systems, take customers through security checks and to record/verify accurate and complete customer data;
- Work collaboratively with members of the Bank's Account Management team.

SUPERVISION OF OTHERS

- None.

OTHER WORKING RELATIONSHIPS

- Working with Account Management and ITS teams to ensure the smooth running of the role.

PERSON SPECIFICATION

Knowledge

- Educated to a minimum of 5 GCSE grade A-D or equivalent, but more likely to be a university graduate.

Experience

- Experience of using IT systems for communications and to record accurate data.
- Experience of handling customer conversations, ideally over the phone in a call-centre environment.

Skills

- A practical working knowledge of Microsoft Office products, in particular Excel, Teams and Outlook.

Personal Qualities

- Friendly and personable; able to build rapport and trust over the phone.
- Shows strong initiative, self-discipline and flexibility: a self-starter who takes responsibility and is willing to adapt in order to deliver projects and meet targets
- Takes responsibility and ownership, with appropriate pride in delivering accurate and complete output.
- Strong sense of loyalty to the wider team.

Cultural Alignment

- Adheres to the Bank's Code of Conduct and upholds the Bank's Core Values.
- Understands and can demonstrate sympathy with the Bank's Christian stance and activities.

Personal Qualities

- **Organised:** Highly organised and methodical in approaching day-to-day activities. Can prioritise workloads effectively and manage multiple tasks in a fast-paced environment.
- **Interpersonal skills:** Builds professional yet personable relationships with colleagues and customers. Works collaboratively within a team to contribute to shared goals and targets.
- **Self-motivated:** Takes ownership of tasks and follows through on responsibilities without the need for close supervision. Demonstrates initiative, drive, and enthusiasm.
- **Problem solving:** Enjoys tackling challenges and can maintain performance and find effective solutions when under pressure or facing setbacks.
- **Accurate:** Highly accurate with good attention to detail.
- **Trustworthy:** Highly trustworthy, with ability to handle personal information with sensitivity and strict confidentiality.
- **Quality:** Takes pride in delivering accurate, high-quality work and meeting deadlines. Pays strong attention to detail and ensures outputs meet expected standards.
- **Flexible:** Willing to learn and adapt, and embrace change, growth, and new opportunities.

Cultural Alignment

- Holds and practices a Christian faith in line with the Occupational Requirement under the Equality Act 2010 for the job holder to be a committed Christian. (E)
- Adheres to the Bank's Code of Conduct and upholds the Bank's Core Values of Honouring God, Putting Others First, and Committed to Quality. (E)

Our mission is to glorify the Lord Jesus Christ by providing distinctive savings, lending and other financial services which advance His Kingdom, changing lives.

This Code of Conduct applies to all members of the Kingdom Bank (the 'Bank') team of full time and part time employees ('Team Members') and, where appropriate, contractors or consultants engaged by the bank in customer-facing or similar roles ('Associate Team Members').

As a Team Member or Associate Team Member,

1. I accept that:
   - the Bank is overtly a Christian organisation, with a Mission "to glorify God by providing financial services which support the ministry of UK churches";
   - the Bank holds to the Christian faith as set out in the Bible, core elements of which are summarised in the (the 'Basis of Faith') included in Appendix I to this code;
   - the Bank's meetings will regularly include Bible reading, Bible teaching, prayer and/or listening to or watching Christian songs and videos, as these activities demonstrate Christians' submission to God – Team Members are expected to attend all meetings which are relevant to their role, but the Bank will work hard to ensure that no Team Member feels pressure actively to participate in any exclusively Christian activity;
   - the Bank has three Core Values, set out in its Ethical Policy, which are based on the Christian faith applied in the Bank's context: Honouring God, Putting Others First, and Committed To Quality – these are included in Appendix II to this code;
   - the Bank exercises its right under English law, as an occupational requirement, to employ committed Christians (who subscribe to the Basis of Faith) in the Bank's customer facing and leadership roles; and
   - the Bank reasonably expects each Team Member or Associate Team Member to conduct themselves in such a way as supports and does not undermine the Bank's brand, its Mission and its Core Values.
2. I confirm that I will make every effort to conduct myself in such a way as supports and does not undermine the Bank's brand, its Mission and its Core Values. This includes my conduct in all communications both in-person and online, during and outside working hours.

This code is not intended to stifle any Team Member's thoughts or concerns, and the Bank will always pursue a culture of openness, which encourages gracious discussion and debate. Discrimination is not acceptable unless warranted by a lawful occupational requirement pursuant to the Bank's brand, its Mission and its Core Values. Sexual Harassment, Harassment and victimisation are never acceptable and any concerns should be raised with line managers and addressed as appropriate in accordance with the Bank's policies.

Appendix I – Evangelical Alliance Basis of Faith

We believe in …

1. The one true God who lives eternally in three persons – the Father, the Son and the Holy Spirit.
2. The love, grace and sovereignty of God in creating, sustaining, ruling, redeeming and judging the world.
3. The divine inspiration and supreme authority of the Old and New Testament Scriptures, which are the written Word of God – fully trustworthy for faith and conduct.
4. The dignity of all people, made male and female in God's image to love, be holy and care for creation, yet corrupted by sin, which incurs divine wrath and judgement.
5. The incarnation of God's eternal Son, the Lord Jesus Christ – born of the virgin Mary; truly divine and truly human, yet without sin.
6. The atoning sacrifice of Christ on the cross: dying in our place, paying the price of sin and defeating evil, so reconciling us with God.
7. The bodily resurrection of Christ, the first fruits of our resurrection; his ascension to the Father, and his reign and mediation as the only Saviour of the world.
8. The justification of sinners solely by the grace of God through faith in Christ.
9. The ministry of God the Holy Spirit, who leads us to repentance, unites us with Christ through new birth, empowers our discipleship and enables our witness.
10. The Church, the body of Christ both local and universal, the priesthood of all believers—given life by the Spirit and endowed with the Spirit's gifts to worship God and proclaim the gospel, promoting justice and love.
11. The personal and visible return of Jesus Christ to fulfil the purposes of God, who will raise all people to judgement, bring eternal life to the redeemed and eternal condemnation to the lost, and establish a new heaven and new earth.

See https://www.eauk.org/about-us/how-we-work/basis-of-faith

Appendix II – Kingdom Bank – Core Values

1. **Honouring God**
The Bank exists to serve the Lord Jesus Christ by serving His church. As a Christian bank, what we do and how we do it all flows from our desire to honour and love God, not pointing to ourselves but to the Lord Jesus as we seek to serve Him.

We acknowledge our accountability before God for all our thoughts, words and actions. We recognise before God that we continually fail to meet His perfect standards, and we delight in His acceptance and forgiveness and are committed to bringing ourselves and the Bank to Him in prayerful dependence.

2. **Putting Others First**
We serve customer in humility, making every effort to put them before ourselves, designing straightforward products and services to meeting their needs, and always treating them with respect and honesty, whether or not they are present.

We are pleased to submit to our regulators with openness and integrity, recognising that they are authorities put in place by God. We treat our suppliers and other external stakeholders fairly and honestly.

Within the Bank we encourage each Team member, Christian and non-Christian, to grow and develop within their role; to grow in their understanding of the Christian faith, as set out in the Bible; and, we pray, to grow in their knowledge and love for Jesus Christ as their saviour and Lord.

3. **Committed to Quality**
We place great importance on the application of best practice in business ethics, including trust, integrity, fairness, respect and openness. In our working together as a Team we encourage transparency, honesty and holding ourselves accountable to each other.

We provide financial services responsibly, in particular providing a secure home for customers' deposits and only lending where we consider it to be in the customer's best interests.

We always seek to do the right thing under God in every situation. Within a hard-working environment, we prioritise setting time aside with God for reading the Bible, prayer and collective worship.