

350 NEW JOBS FOR ULSTER BANK DIRECT CUSTOMER CONTACT CENTRE

19th February 2015

Royal Bank of Scotland (RBS) and Ulster Bank today (19th February, 2015) announced that 350 new jobs are to be located at the award winning Ulster Bank Customer Contact Centre in Danesfort Belfast. The employees will handle calls for RBS, NatWest as well as Ulster Bank in Northern Ireland and the Republic of Ireland.

Ellvena Graham, Head of Ulster Bank Northern Ireland and Managing Director of SME Banking said:

“Across RBS, NatWest and Ulster Bank, we have set ourselves an ambition to become number one for customer service and I am delighted that Northern Ireland will play a key strategic role in delivering this ambition. The decision by RBS to locate these jobs in the Belfast Contact Centre is a welcome recognition of the excellent standards that have been set by the Ulster Bank team in Danesfort.”

Les Matheson, CEO of Personal and Business Banking in RBS said:

“Northern Ireland is a very competitive place to do business and we are delighted that our colleagues in Belfast will be delivering the high levels of customer service to our customers in RBS and Nat West as well as Ulster Bank. Northern Ireland is a very dynamic marketplace and RBS looks forward to working more closely with Ulster Bank on initiatives like this in the future.”

Today's announcement builds on the RBS announcement late last year that it was planning to locate an RBS Business Accelerator hub in Belfast, one of eight planned around the UK in a partnership with Entrepreneurial Spark.

Ulster Bank is investing £300,000 in additional office space to accommodate the new staff. Ulster Bank's Direct Customer Contact Centre in Danesfort already employs a team of 250 people who handle calls and live webchats for Ulster Bank customers in Northern Ireland and the Republic of Ireland.

To meet the immediate demand, the initial posts are being filled using a combination of direct employees and contract employees with Ulster Bank partner FirstSource. The majority of the roles will transition to direct Ulster Bank employees with FirstSource continuing to play a strategic role in supporting with seasonal spikes in demand.

In the past year, the Direct Customer Contact Centre received a Special Judges Award from the Irish Contact Centre Association - only the second time in the history of the association such an award has been presented. The team also won Best B2C (Business to Consumer) Contact Centre at the UK Customer Contact Association Awards. Ulster Bank's Head of Direct Customer Contact Bernie McHugh Sonner also won Contact Centre Professional of the Year at the same awards.

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