



Fidelity Technology Apprenticeship Programme - September 2021

Title:	Associate
Department:	Technology
Location:	Kingswood, Surrey
Reports To:	Manager
Job Type:	Fixed Term Contract
Salary:	£20,000 with a £500 sign-on bonus

Introduction

At Fidelity International, we see our apprentices as a vital part of our business. We'll give you the support and training you need to succeed, whilst gaining a qualification. In return, you'll help us deliver world class services and become highly knowledgeable about our business.

What you'll be doing:

We don't expect you to come straight in and know everything about what we do. Whatever you've studied, we'll help make sure you get the most out of your time with us.

As a Technology Apprentice, you'll have a varied role. The Technology function within Fidelity International provides IT services to our global business. These include the development and support of business applications, software and infrastructure that keep our business running. The broader technology organisation incorporates Infrastructure services that the company relies on to operate on a day to day basis, including data centre, networks, proximity services, security, voice, incident management and remediation.

We're hiring across 2 exciting teams within our Technology function; Market Data & Network Services:

Market Data

[Information Systems Business Analyst - Level 4](#)

This team manages all the data that flows through Fidelity influencing how our investment teams decide where to allocate our clients' funds. This team deals with a large volume of external stakeholders (who we pay for external market data) and internal stakeholders (colleagues who need this data).

You'll learn how exchange reporting works and complete reporting for key measurables around our market data. You'll maintain and develop external relationships with market data suppliers as well as internal business units, business vendor managers (other team members) and group wide support of market data activities.

Enterprise Network Services (ENS)

[IT Solutions Technician \(Hardware\) - Level 3](#)

This team works with a variety of technology infrastructure and helps our technical teams understand the different needs of the business. They work on the core network infrastructure to support our data centre sites across the globe, support our regional campus offices, interact with services which host our retail and business environments for Fidelity's customers.

You'll begin by familiarising yourself with the Global ENS team and developing an understanding of the different services that ENS provides to the Fidelity business. Through mentoring and personal development, you will start to learn about the different processes and procedures used throughout Technology Infrastructure Services. Throughout your internship you'll develop the knowledge to technically understand the varied hardware and software platforms used across the company.

What we look for:

We're looking for people that are interested in both the industry and the sector but ultimately those that are looking for a career which will reward them in both job satisfaction and development. During your apprenticeship, you will gain important insights and skills which will prepare you well for your future career, as well as learning from some of the best in the industry.

- You don't need to have an IT related background, but an interest in people, customer satisfaction, computing, systems and engineering are attributes we admire.



- You will have the ability to build rapport and networks with fellow employees internally and customers externally and will look for new ways to improve the services we offer through showcasing Fidelity's values of integrity and trust.
- You'll be highly energetic and inquisitive with a creative mind and will continuously look to identify new ways of working and solving problems.
- We value candidates who still have an interest in learning and who want a career that rewards them financially as well as with job satisfaction because we're investing in your career for the long-term.

We welcome applications from students from all educational backgrounds. If you're inquisitive and ambitious, an apprenticeship at Fidelity could be a great opportunity for you.

As a minimum requirement you'll need to:

- Have achieved at least 5 GCSEs (A* - C or 9 - 4) two of which we prefer to be English and Maths
- **Be available to join us in September 2021**
- Have good computer skills (knowledge of Microsoft Word, Excel and Power Point preferred)
- Have excellent communication skills

Our clients come from all walks of life and so do we. We are proud of our inclusive culture and encourage applications from the widest mix of talent, whatever your age, gender, ethnicity, sexual orientation, gender identity, social background and more.

As a flexible employer, we trust our people to perform their role in the way that works best for them, our clients and our business. We are a disability-friendly company and would welcome a conversation with you if you feel you might benefit from any reasonable adjustments to perform to the best of your ability during the recruitment process and beyond.

Training and Development

Over your two-year apprenticeship programme, you will be based in our Surrey offices, where you'll not only learn how our technology teams contribute to making our organisation work seamlessly, but also build your knowledge of the wider business.

At every stage, your development will be underpinned by the best apprenticeship training and professional certified courses.

Unlike other firms that hire on a volume basis, we take on a select number of apprentices. You will be highly valued here, so your development is heavily invested in from day one.

Social and networking events will help you get to know our people and culture. All the while you'll be learning on the job, working to clear goals and understanding your own potential.

Future Opportunities

During your time with us you'll get to learn even more about what you enjoy, what you're great at, and how to develop the career path that's perfect for you. Our apprenticeship programmes may even lead to full-time opportunities, if that's what you're looking for.

How to Apply

Please submit your application, including CV [here](#) or via careers.fidelityinternational.com by **Friday 19 March 2021 at 5pm**.

We've worked hard to ensure our new process is fast and efficient. That means our application deadline is not about just 'getting your foot' in the door by 19 March, you need to apply and pass the online strengths-based assessments by 19 March 2021 at 5pm.

All assessment centres will take place in April 2021.

For any enquiries regarding your application, you can reach us at earlycareersatfidelity@fil.com.

About Fidelity International

Fidelity International offers investment solutions and services and retirement expertise to more than 2.4 million customers globally. As a privately-held, purpose-driven company with a 50-year heritage, we think generationally and invest for the long term. By combining our asset management expertise with our solutions for workplace and personal investing, we work together to build better financial futures.



Our people are passionate, engaged, smart and curious, and we give them the independence and the confidence to make a difference. While we take pride in the excellence of our investment solutions and client service, we know we can always do better. We are honest, respectful and make tough calls, challenging the status quo to achieve better outcomes through innovation. Above all else, we always put our clients first.

We know that having a diverse range of employees and an inclusive environment where people can be themselves leads to better business and Fidelity is about creating a culture where people's differences are welcomed, encouraged and celebrated.

Our Values

All our people must be able to demonstrate affinity with the Fidelity core values:

Integrity – Doing the right thing, every time and putting the client first

Trust – Empowering each other to take the initiative and make good decisions

Our Behaviours

All our people must be able to operate in accordance with our behaviours:

Brave - Challenging the status quo, being accountable and speaking up

Bold - Acting with conviction, encouraging diverse thinking and keeping things simple

Curious - Learning to do new things in better ways and encouraging fresh thinking

Compassionate - Having empathy, caring for colleagues, clients & community