



Business System Support Analyst Apprentice with M&G plc

Employer: M&G plc

Posted By: BPP Professional Apprenticeships

General Information

Location: Stirling, FK9 4UE

Total Vacancies: 1

Hours Per Week: 35.00

Hourly Wage: £9.50

Weekly Wage: £332.50

Short Description:

We are seeking a motivated and conscientious Apprentice who is interested in working in Financial Services and wishes to pursue a career in analytical work.

The successful Apprentice will provide day to day systems support, give guidance and advice in the optimum use of systems such as Sonata and Sales Force. They will also get the opportunity to learn about the end to end Business Support Model in M&G whilst also gain key analytical and investigative skills.

As a Business Support Analyst Apprentice, you will work closely with the Business System Support Team to gain essential business and technical skills required for this role.

Full Description:

The Business System Support Team perform day to day tasks interfacing with the IT Support 'Run' team where required. Any issues unresolved will be escalated to the daily Triage Team to identify defects and agree business process workarounds/controls to address breaches.

A key requirement of the role is to educate the business users on business processes and workarounds.

Your duties will include:

- Analysing and resolving daily system issues relating to Sonata
- Answering Helpdesk technical queries related to the Salesforce system
- Monitoring daily control and failure reports and investigating route cause
- Sharing knowledge and providing guidance for the optimum use of the Sonata system
- Providing ad hoc administration support to the Team
- Collaborating with colleagues and taking personal accountability to maintain own workload to ensure all deadlines are met

Future Prospects:

This is a fixed term contract for 13 months upon which the business may decide to retain, subject to the Apprentice performance, headcount and available funding. If recruited into a permanent role, the individual will follow the career progression applicable to the specific role/department.

Employer Description:

About M&G plc

M&G plc is an international savings and investments business, managing money for both individual savers and institutional investors in 28 markets. As at 30 June 2020, we had £339 billion of assets under management and administration, around 5 million retail customers and

more than 800 institutional clients.

With a heritage dating back more than 170 years, M&G plc has a long history of innovation in savings and investments, combining asset management and insurance expertise to offer a wide range of solutions. We serve our savings and insurance customers under the Prudential brand in the UK and Europe and for asset management in South Africa, and under the M&G Investments brand for asset management clients globally.

At M&G our vision is: to become the best loved and most successful savings and investment business and we're looking for people who are excited about joining us on our journey.

To help us achieve our vision we're looking for exceptional people who live our values and behaviours:

- Inspire Others - Support and encourage each other, creating an environment where everyone can contribute and succeed
- Embrace Change - Be open to change, willing to be challenged and able to adapt quickly and imaginatively to new ideas
- Deliver Results - Focus on outcomes, set high standards and deliver with energy and determination
- Keep it Simple - Cut through complexity and bureaucracy, be clear and decisive and never over complicate things

We know that an inclusive environment makes us more accessible and ensures we attract, engage, promote and retain exceptional people. We welcome applications from all individuals regardless of age, gender/gender identity, sexual orientation, ethnicity/nationality, disability, or military service and welcome those who have taken career breaks. We will consider flexible working arrangements or home working arrangements for any of our roles.

Employer Website: <https://global.mandg.com/>

Framework: Business & Administration

Training Provided: As a Business Administration Apprentice with BPP, you will undertake the Business Administrator Level 3 Advanced Apprenticeship. The apprenticeship will be delivered through a blend of live online learning, pre-recorded lectures, and face to face inductions and masterclasses

Duration: 13 months fixed term contract

Skills Required:

- Good and confident communication skills, both written and verbal
- High level of accuracy and good attention to detail
- Structured approach to work and very well organised. Ability to prioritise and meet deadlines
- Basic understanding of the MS Office (Word, Excel, PowerPoint)
- Good numerical skills
- A proactive team player who is confident about working with others but also independently and can promptly escalate any issue and work remotely where required
- Logical and analytical approach coupled with intelligence, passion and a drive to learn
- Ability to formulate own opinions by thinking analytically about problems
- Empathy and good listening skills

Personal Qualities:

- We are looking for confident individual with a positive outlook, can-do attitude and aspiration to want to progress

- The successful applicant will have strong desire to learn and a genuine interest in technology and /or financial services industry
- Applicants who succeed with us are self-motivated, capable of building and maintaining relationships and work effectively as part of a team
- The applicant would ideally have an inquisitive and analytical nature and be keen to learn

Desired but not essential:

- Experience of an office or customer service environment

Qualifications Required: As a minimum, candidate will have 5 National 5s with good grades in Maths and English (A-C). Alternatively, you will have 2 years of work experience in financial services industry or customer services.

Other Information: Please ensure that you apply for the position as soon as possible to avoid disappointment. The closing date is a rough guideline as to when an advert will close. The advert may close before the given closing date if the employer has filled the position(s). BPP have a dedicated team who support students with disabilities, learning difficulties, health conditions and wellbeing. Please contact us at apprenticeshipapplications@bpp.com if you have any queries or would like more information.

Closing Date: 16/04/2021

Start Date: 20/09/2021

Interview Date: May/June 2021

Please apply via this link: <https://www.bpprecruitment.co.uk/Search/Job?id=126322&asid=147>