



Business Support Apprentice with M&G plc

Employer: M&G plc

Posted By: BPP Professional Apprenticeships

General Information

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| Location: | Edinburgh, EH12 9EB | | |
| Total Vacancies: | 1 | Hours Per Week: | 35.00 |
| Hourly Wage: | £9.50 | Weekly Wage: | £332.50 |
| Short Description: | In order to become best loved and most successful savings and investments business we must ensure that we listen to what are clients are telling us both directly and indirectly and ensure that these messages are heard and acted upon. | | |

It is the job of the Client Insights and Strategy Team to be the impartial voice of our clients when both measuring on our existing performance and having the conversation on our areas for improvement and future strategy. We are looking for a confident, creative, and proactive person who wants to be involved in a fast growing Client Insights and Strategy Team who are transforming the way we engage with our customers and run our business.

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| Full Description: | <p>As an Apprentice within the Client Insights and Strategy Team you will support all aspects of the end to end customer insights, strategy and intelligence journeys. The vision for the team is to inspire, organise and drive our business in the delivery of consistently great and improved outcomes for our customers and clients. Your duties will include:</p> <ul style="list-style-type: none">• Working with Insights Team to help identify the needs of our customers• Working with the Insight Teams to take the understanding of the needs and problems of our target market then help shape the propositions we deliver to help our customers• Working with the business and keeping them informed with the progress of our projects• Helping the Team run research activities and prepare debrief presentations• Presenting to internal stakeholders, identifying areas of work for improvement and much more• Any other business admin duties required to support the Team |
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This is an opportunity to work across the entire global client and customer base and to understand what makes our clients and customers tick.

This is an exciting role and the successful applicant will have business responsibilities giving a broad experience across a range of areas.

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| Future Prospects: | <p>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.</p> |
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| Employer Description: | <p>About M&G plc</p> <p>M&G plc is an international savings and investments business, managing money for both individual savers and institutional investors in</p> |
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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 overcomplicate things
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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:

- Well organised and with good communication skills, both written and verbal
- Ability to organise and prioritise workload and work to deadlines
- Basic understanding of MS Office (Word, Outlook, PowerPoint, Excel)
- Problem-solving skills abilities coupled with intelligence, passion and a drive to learn
- Proactive and innovative – able to work to own initiative and self-motivated to solve problems and develop skills
- Customer centric mind-set – ability to build partnerships both inside and outside the organisation, in particular with customers
- Ability to work as part of a team and follow instructions

Personal Qualities: The role would ideally be suited to a confident individual with an interest in Customer Insights and Services with a focus on data analysis and

interpretation. The successful applicant should enjoy working as part of a team and be able to manage their time effectively. The applicant would ideally have an inquisitive and analytical nature, be keen to learn and a keen eye for detail.

Desired but not essential:

- A strong desire to really understand our customer needs, and place these at the heart of the business.
- Adopts a collaborative and efficient approach, works well with others

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

Apply via this link <https://www.bpprecruitment.co.uk/Search/Job?id=126555&asid=147>