

## Fidelity Apprenticeship Programme

Title:	Associate
Department:	Complaints
Location:	Kingswood, Surrey
Reports To:	Manager
Job Type:	Fixed Term Contract
Salary:	£20,000 with a £500 sign-on bonus
Apprenticeship:	<a href="#"><u>Senior Financial Services Customer Adviser Apprenticeship (Level 3)</u></a>

### 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 Customer Case Investigator Apprentice, you'll provide first line support to our customers, advisers and members. Reporting to the Team Leader in a complaints team, you will be responsible for investigating, resolving and responding to complaints which could carry a financial, regulatory or reputational implication for the business. The role is extremely varied and provides a great foundation for fulfilling your career aspirations.

The role of a complaint handler is key to help drive client centric change within the business through solid reasoning and accurate audit of all complaint cases. Furthermore, you will be empowered to identify improvements that can be made to our processes and procedures to prevent future occurrences of these issues.

Fidelity is passionate about the service it offers its customers and you will play a critical role in influencing the external perception of Fidelity's brand. You will be responsible for customer care and delivering excellent customer service in a timely manner. Our aim is to address each complaint with a level of detail and quality that exceeds customer expectations. Irrespective of the outcome of their complaint, we strive to inspire loyalty from each customer by turning a negative experience into a positive one.

### 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 a customer focused or communications related background, but an interest in people, customer satisfaction and problem solving 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
- 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 complaints teams contribute to making our organisation work seamlessly, but also build your knowledge of the wider business.

You'll start your apprenticeship with a mini induction, during which we'll introduce you to investment management and how it fits into the City. After that, there are many more ways to develop your skills as your apprenticeship progresses.

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.

### 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.

### How to Apply

Please submit your application, including CV [here](#). Applications will be reviewed on a rolling basis so please apply early to avoid disappointment.

For any enquiries regarding your application, please contact [Kate.McGuinness@fil.com](mailto:Kate.McGuinness@fil.com)

### 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