



Job Description

Title: Communications Apprentice

Department: Global Communications

Location: London

Reports To: Director Corporate Communications - Joanne Scudder

Job Type: Fixed term contract (two years)

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 support the CPO management team to deliver the human resources agenda for the CPO function.

About Fidelity International

Fidelity International offers world class investment solutions and retirement expertise. As a privately owned, independent company, investment is our only business. We are driven by the needs of our clients, not by shareholders. Our vision is to deliver innovative client solutions for a better future.

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.

Find out more about what we do, our history, and how you could be a part of our future at <https://earlycareersatfidelity.com/home>.

Our Values

All of 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 of 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

Department Description

As Fidelity International continues to broaden its client base and the solutions it offers to clients, it is vital that the firm enhances and builds on its reputation as a leading investment and retirement business. The Communications team plays a critical role in supporting this both internally with our employee communications and also through our external corporate communications;

Corporate Communications manages and positively builds the reputation of the Fidelity International business externally with clients across all our major markets mainly via the media but also with other critical third party stakeholders and influencers. drive Fidelity's external messaging with the press and other external stakeholders. It looks to communicate consistent key messages about the company, its beliefs, its services and solutions through a series of proactive campaigns and earned media outreach. It drives the agenda of a broad number of spokespeople, ensuring that Fidelity is well presented in all key areas of the market driving share of voice. The team also plays a key role in safeguarding and enhancing the reputation of Fidelity International in the media. The team manages relationships with all trade, consumer and national press, covering print, online and broadcast media.

Employee Communications plays a critical role in supporting these messages within the business. Employee Communications supports all aspects of the business and work in partnership with key stakeholders to support them in crafting and shaping their messages to employees. Working with business partners Employee Communications supports the effective delivery of these messages. Employee Communication is also responsible for listening to feedback from employees, ensuring employee voices and comments are heard and suitable plans put in place to address their comments. The team also plays a role in communicating the company's strategy and goals to employees and ensures there are regular updates about our business performance.

<https://earlycareersatfidelity.com/apprentices>



The Global Communications function is formed of the Corporate Communications and Employee Communications teams. We work as a close global team and support each other across teams, geographies and business areas. This role will enable the successful candidate to have a fully integrated communications experience.

Purpose of your role

Over the two years of your apprenticeship you will be working flexibly alongside a highly experienced team, spanning across the Global Communications function, whilst studying for a relevant qualification. The role will require you to learn quickly, be adaptable, work well under pressure and hone your skills in communication and problem solving.

The successful candidate will support the Communications team in both external public relations and employee communications across Fidelity's various businesses, including its Personal Investing business, FundsNetwork business as well as its Wholesale and Institutional distribution businesses to get a full and rounded understanding of the organisation.

The role will be varied and will include;

- Supporting and coordinating team reporting materials for the business
- Assisting with employee events; webinar, webchats and townhalls
- Organisation and coordination of broadcast bookings
- Digital and creative engagement; intranet, internal social media and working with our in-house studio on filming schedules for videos and graphic production
- Assist with organisation of business-related events for media and our spokespeople
- Assisting with the development and distribution of external and employee comms materials, including press comments, press releases and internal employee comms announcements
- Supporting the Communications social media presence across our internal and external social networks including; LinkedIn, Twitter, Yammer
- Coordinating media meetings

You will receive a dedicated line manager, mentor and buddy to support you in the duration of your apprenticeship. On successful completion of the apprenticeship, Fidelity would look to find you a full-time position in an appropriate team.

Academic Standard

You will need a minimum of three C's at A level (or equivalent) and to have already obtained at least five GCSEs A*-C/Grades 9 - 4, two of which we prefer to be English and Maths.

Your experience and mind-set

Although there are minimum criteria that must be met, Fidelity will be looking to employ the right attitude and outlook that fits the company's culture. This also relates to the key behaviours and values that all employees uphold throughout the company. We are looking for individuals with the following attributes:

- Attention to detail orientated and excellent administrative skills.
- Excellent communication skills, both written and spoken.
- Analytical and problem-solving skills.
- Strong interpersonal skills and the ability to work as part of a team.
- Ability to organise and prioritise
- Numerate and computer literate (Excel, Word and PowerPoint)