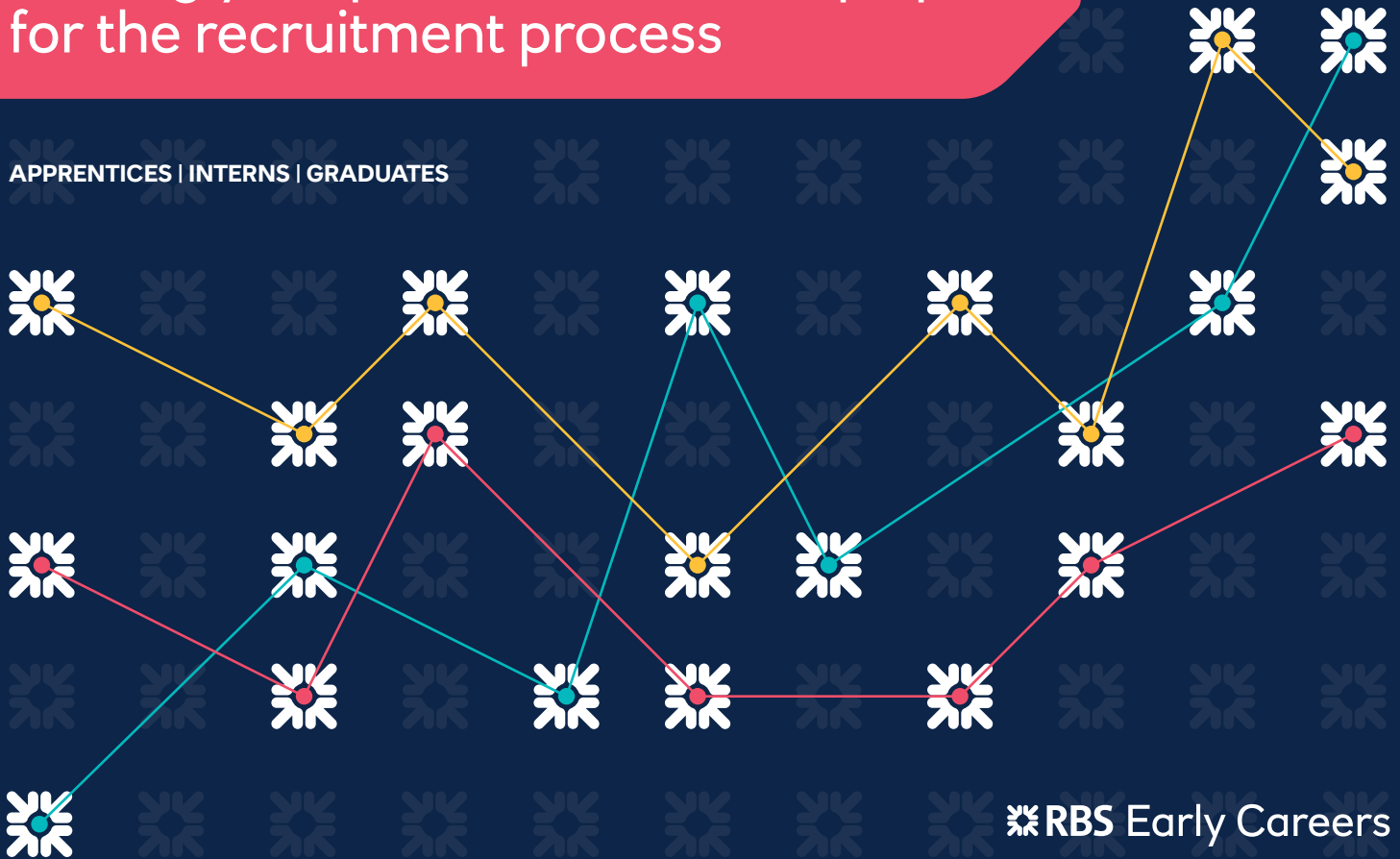


Finding your path at RBS and top tips for the recruitment process

APPRENTICES | INTERNS | GRADUATES



✱ RBS Early Careers

Find your path at RBS

Your career is a path that you are free to choose. And we believe the experiences that our paths present are every bit as important as where they ultimately lead.

With this in mind, we've adopted a flexible, progressive approach to career development – one that will help us build a team that can change our bank for the better.

Over the following pages, you'll discover more about our careers, as well as hints and tips for your application and beyond. It's all designed to help you find your path at RBS, whether you're an apprentice, intern or graduate.

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School Leavers

Leaving Education can be both exciting and daunting, especially when you're facing choices that could change the direction of your future. There are a number of ways for you to start your career at RBS.

If you're leaving School or College, the range of apprenticeships we offer can be a fantastic starting point. While working towards a recognised qualification and learning a variety of new skills, we'll provide support every step of the way. The Apprenticeship programme is open to people of any background who are the age of 16 and over. It is a fantastic alternative to full time education, and a unique opportunity to become part of a diverse, challenging and exciting organisation.



Undergraduates or Graduates

If you decide to go to University don't leave it until your final year to consider opportunities. Whilst you are studying you can meet us on campus at careers events and visit our regional offices for insight days. These provide a fantastic opportunity to speak to our colleagues and decide on which programme is suitable for you. You can also check out our Facebook and Instagram pages, Twitter feed and LinkedIn channels.

Recruitment Process

There are some small differences to our recruitment process depending on whether you apply for an Apprenticeship, Internship or Graduate role. But everyone will complete a short online application form, online tests and video interview. More information and tips on each stage of the recruitment process can be found on pages 13-19.

Apprentices



Step 1

Submit an application form with a CV upload



Step 2

Online tests (Situational Judgement Test)



Step 3

Video assessment



Step 4

Face to Face interview

Graduates and Interns



Step 1

Submit online application form



Step 2

Online tests (Situational Judgement Test)



Step 3

Skyrise City game, numeracy and logical reasoning tests



Step 4

Video assessment



Step 5

Assessment Centre

Apprenticeships

“ Our Apprentices bring new ideas, a new perspective, digital skills and they challenge the way we do things to ensure our services reflect our future customer needs. They can continue with their education, get a professional qualification and start earning money whilst taking the first steps on their career journey. We find our apprentices to be engaged, loyal and they bring enhanced digital skills with a determination to build a long term career with RBS. ”

Mike White

Apprentice Manager

RBS Early Careers

“ Although it's an apprenticeship, we earn a proper salary for the day to day role, and there is also an opportunity to gradually earn more, which is another great incentive. We also know what we'll be earning when we complete the apprenticeship, so we know what we're working towards. ”

Financial Services

Relationship Management Apprentice

“ I've already had such a good experience here and I've found the company to be really supportive and inclusive. The skills you learn in a telephony role can set you up for whichever direction you want to go in. I'd highly recommend it. ”

Telephony, Customer Service Apprentice

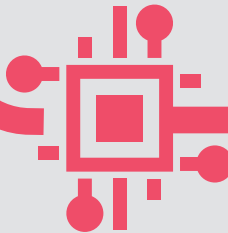
Apprenticeships

Our apprenticeships combine on-the-job learning with studying for qualifications.



Business Administration

You'll be involved with several high-profile projects, all with the view to improving operational efficiency as well as the service we offer. As your role in each project varies, you'll tackle a wide range of activities.



Technology

With your focus on either software development and testing, or application and systems support, you'd be joining a cutting-edge division of the bank.



Customer Service

Either face-to-face or over the phone, you'll be there for our customers. Dealing with all sorts of queries and requests, you'll build an understanding of their needs in order to provide them with the right product or service, or to resolve any potential problems.

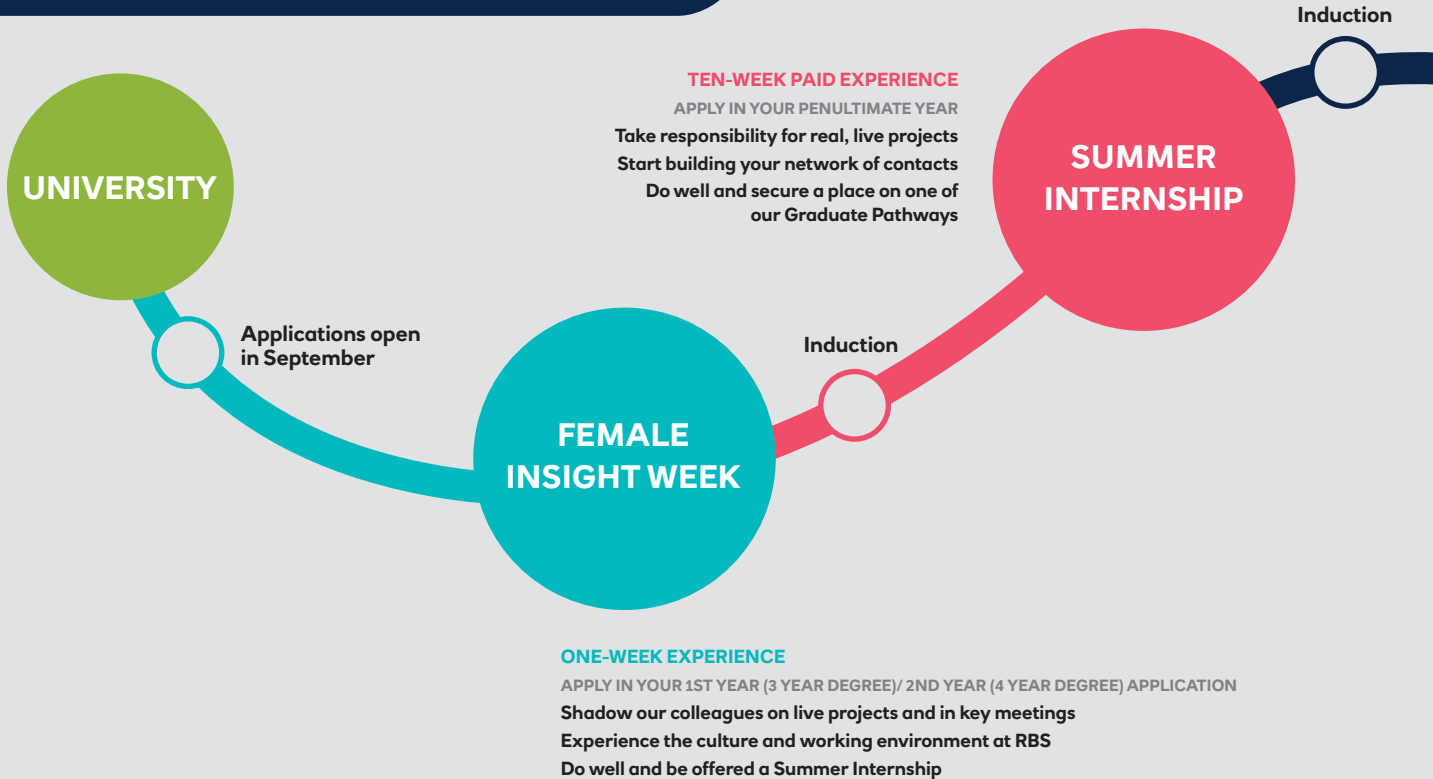


Relationship Management

You'll get exposure to different departments, learn a huge amount about our business and meet a wide range of colleagues and customers as you support our Relationship Managers to streamline the services we offer and make things simpler for our customers.

Undergraduates and Graduates

WHERE YOU
CAN START



We will help you secure a permanent role at the end of your two or three-year programme, as long as you've passed all programme assessments and met the standards we expect.

We'll then support your transition into your new role and continue to provide the development you need to grow, succeed and serve our customers. Your Personal Development Plan will focus on the learning you need to do your job well and will be tailored to your long-term development. This will help you take your career to the next level.

GRADUATE PATHWAYS

Induction

BEYOND

TWO-THREE YEAR EXPERIENCE

APPLY IN YOUR FINAL YEAR

4X 6 month placements*

Develop the key capabilities you'll need as your career unfolds

For the majority of our programmes, you will study for a professional qualification, fully funded and supported by us

You'll have access to a great support network. For most of our programmes this includes a buddy, placement manager and graduate coach.



* Internal Audit is a 3 year programme without rotation

2018 Graduate and Internship pathways

On our graduate programmes you'll be fully supported to fulfil your potential, follow your passions and develop a career you'll love.



Change and Business Solutions

Develop a unique range of skills to help our bank stay competitive and implement change.



Communications & Marketing

Become a multi-disciplined Communications and Marketing professional, working across our business to build and protect our reputation.



Customer Solutions

Build relationships with our commercial customers and help us shape state of the art products and services.



Human Resources

Shape a career where supporting, inspiring and empowering others is key. In HR we're focused on using technology to deliver leading HR solutions.



Internal Audit

Learn key skills and work towards a recognised qualification on a unique three-year programme. An independent voice in RBS, Internal Audit monitors risks and reviews key processes and systems.

The goal of your career journey is yours to discover, but we can help you decide on where to begin. Try our pathway selector tool and explore the graduate and internship programmes that could be the perfect fit for you: <https://jobs.rbs.com/pages/graduate-and-interns>



Private Banking

Gain experience supporting private clients in the UK and internationally within our award-winning private banks.



Risk, Conduct & Restructuring

Use your investigative, strategic and advisory talents to keep our business and customers safe. With your help, our core values will always be at the heart of what we do.



Technology Solutions

Explore the latest banking innovations and help us harness technology to make a difference to our people and customers.



RBS International

Choose from one of six programmes designed to prepare you for a range of career paths in the Retail, Private and Corporate banking sectors – all while benefitting from the shorter commutes and beautiful scenery.

Bethany Robertson

Customer Solutions

“ The best part of my programme is the amount of customer interaction I have day to day. Being in a customer-facing role, I get to go out and meet customers every week and see exactly what the bank is offering. It's very rewarding. ”

“ The opportunities available to graduates are too good to refuse. I have taken part in a bank-wide initiative, worked in three different areas of the bank and will also complete a professional qualification. ”

David Stoddart

Change and Business Solutions

Top tips

for the application process

STARTING YOUR APPLICATION



Before you start your application, think carefully about which programme best suits your passions, skills and interests.

Once you've done your research and considered your options, the first step is to fill out an online application form. This is so we can get some key information, such as your contact details and educational history.

For our graduate and intern programmes, you won't need a CV but we understand that these can be helpful when preparing for other stages of your application journey.

For our apprenticeships, you will need to upload your CV when you begin your application.

Some top tips for CVs:



Presentation is everything. Keep the content concise, the font simple and use headings for structure. Include your full name at the top as an over-all title, your current address, a phone number and a suitable, professional email address.



When listing your education and any work experience, begin with the most recent first. If you decide to include a Personal Profile, keep it short and make it memorable. Be sure to point to your strengths and skills that are relevant to the job.



Once you've written your CV, check it, then check it again! Look out for spelling mistakes or dates that may conflict with each other.



Remember there are plenty of good CV templates available online.

Top tips

for the
application
process

ONLINE TESTS



Our application process includes a number of online tests. The first is a Situational Judgement Test (SJT), which presents you with real-life work situations to see if you share our values.



You can't really prepare for a SJT as it's assessing your natural judgement and decision making skills. However, familiarising yourself with RBS, our industry, our values and the role you have applied to will help when completing the test.

Graduates and interns who complete the SJT successfully will pass through to our interactive game, Sky Rise City. This is a fun way of getting information about your skills, which can be useful in the application process or your university life.

We'll then invite you to complete an online logical and numerical reasoning test.



Make sure you have everything you need before starting, including some paper, a calculator and a stable Internet connection.



During the test, don't spend too long on a particular question – work steadily through the questions as quickly and accurately as possible.

5
9
17

Get a feel for logical and numerical reasoning tests before you take them. Read up on methods of assessment and try some practice questions.



You're likely to be presented with numerical data to analyse. If you don't use them in your work or study, think about refreshing your memory on basic calculations like percentages and ratios.

Top tips

for the application process

VIDEO INTERVIEWS



Once you have completed the relevant online tests it's time for your video interview. This will be a one-way recording (rather than a Skype style interview with two or more people). There will be a mixture of strengths based and motivational questions.



Where you film your video interview is important as you only get one chance to record it. Choose somewhere quiet, and free from distraction.



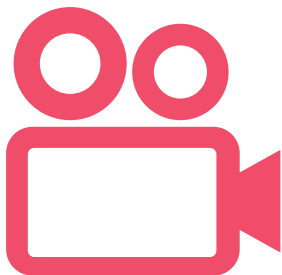
Practise strength based questions and have some examples ready. Record yourself and listen back to your answers to likely interview questions so that you can improve and feel confident. Get a friend to provide you with feedback.

Do your research.
Get to know our values:



Serving Customers
Working together
Doing the right thing
Thinking long term

Use positive language when answering the questions. To help with this, think about what energises and motivates you. Consider how your passions and skill set fit with the role you have applied to.





To work out if you have the skills and competencies required for the role, we'll ask you questions about situations where you've used them before. Typically, this is in a face to face interview.

To answer these questions well, you'll need to use the **STAR** approach below. You can draw on a range of experiences, not just academic. It's all about understanding how you handle challenging situations.

SITUATION

Give a brief background to a situation – no more than a few sentences.

TASK

Explain what you had to do, what your role was and what had to be achieved. Again, a few sentences will be enough.

ACTION

Convey what you had to do to solve the situation, what skills you used, what was difficult and how you solved this. This should be the majority of your answer.

RESULT

A positive outcome – just a few sentences.

Top tips

for assessment centres

PREPARING FOR THE DAY



If you're invited to an assessment centre, you'll be asked to tackle a number of different types of exercises. These include competency-based interviews, a group exercise and individual tasks. For graduate programmes the assessment centres are a full day and for internship programmes they are half a day.



Don't just prepare for the exercises. It sounds simple, but make sure you dress smartly and know the location and timings. Allow for any possible delays in getting there. If you're running late, let us know as soon as you can.



Think about the sort of skills and values we're looking for, and about the things you've done which demonstrate them. What experiences have you had within – and outside – your education?



Read newspapers and business magazines to practice taking in written information.



Come well rested, have a decent breakfast, and stay hydrated throughout the day. This should help you stay energised and engaged.



Working with others is an everyday part of life at RBS. We will therefore be observing you in group exercises and role plays. These will be scenarios similar to those you might experience on the job. We'll be looking for your ability to build relationships quickly, show logical thinking and contribute to team objectives.

During group exercises:



Keep an eye on time and ensure that the group is on track.



Listen to others and respond to them. Make eye contact and find the balance of knowing when to put your point across and when to compromise.



Try to involve quieter members of the group.



Use lots of positive words and phrases and build on ideas to show you're being collaborative. It's not a competition – you're there to work as a team and if you do you will have a better experience.

During role plays:



Make sure that you have understood the task and read any information provided carefully – use your planning time effectively.



During the role play itself, it might help to take some notes but be careful not to let this distract you from the task itself.

Top tips

for assessment centres

COMPETENCY-BASED INTERVIEWS



We use competency-based interviews to find out how you've dealt with certain types of situations in the past. The typical form of a competency-based question is – 'could you tell us about a time when you've...?'



When giving your answers, keep the STAR technique in mind (see page 16). It's best to stick with one concrete example per question. You could draw your examples from education, work, or other areas of life. The key is to make sure your examples are relevant and that you stay focused on what you did.



Practicing a few of these kind of answers in advance is a good idea. Pick things you're proud of, passionate about, and keen to discuss.

It might also help to familiarise yourself with the programme description. Look at the skills and qualities we mention there, and think about the things you've done which demonstrate these. Good luck!

