

We Champion Potential.

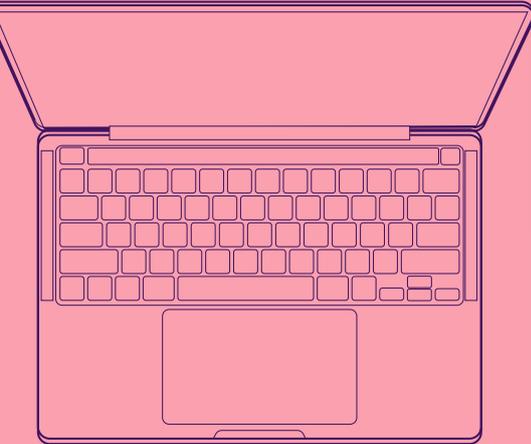


Apprentices, Graduates and Interns

jobs.natwestgroup.com



Why NatWest Group?



We're the only organisation to have featured on the Times list of Top Employers for Women every year since it was launched ten years ago.

We've been recognised by Bloomberg's Gender Equality Index and The Times as a Top 50 Employer for Women.



We achieved our goal to raise £10 million for the National Emergencies Trust's Coronavirus Appeal.

We'll provide £20 billion additional funding to tackle climate change over the next two years as well as making our own operations climate positive by 2025.



We contribute more than 100,000 hours to community volunteering opportunities and colleagues get three days a year to volunteer for the causes that matter most to them.



Our commitment to LGBT+ employees has earned us a place in the Top 100 Stonewall Index. We're the only financial services organisation to have featured in the index for the last ten years.

We're founding partners of the UK government's 'Race at Work Charter' making sure we're promoting equality in the workplace.

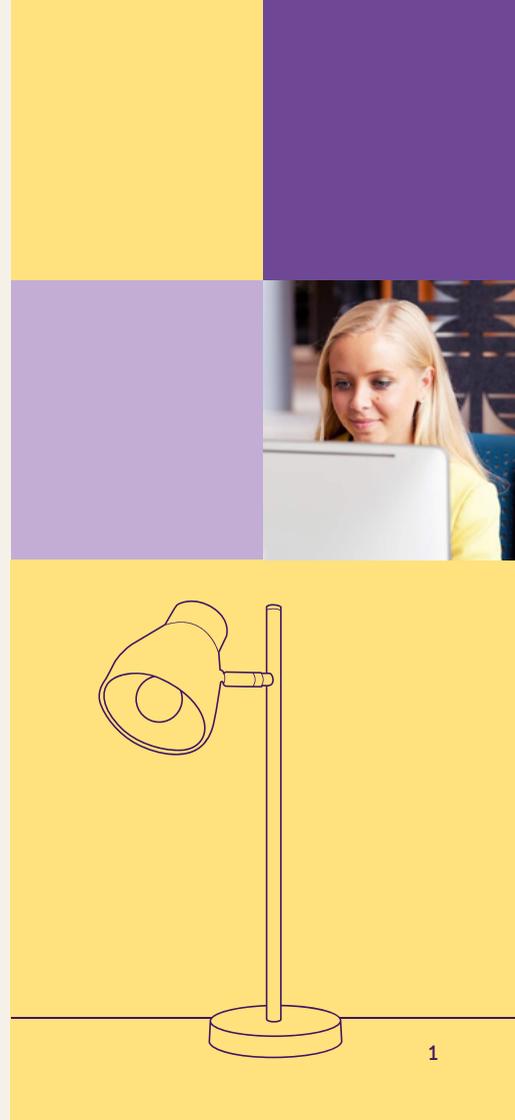
We actively encourage our apprentices, graduates and interns to develop their skills and capabilities, and support them as they work towards achieving their professional qualification.



We're investing in technology so we can connect with colleagues wherever we're based. To improve work-life balance, we're increasingly offering flexible working arrangements wherever we can.

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Looking to start a career at NatWest Group?

There are so many choices available. We have programmes at every level, across different business areas and locations.

Through each programme, you'll experience different parts of the bank and learn about all our customers. You don't need to have worked in banking before – we'll make sure you get the development, experience and professional qualifications to get your career moving.

For us, providing you with career and learning opportunities as you start your career is one of the most important things we can do. That's because we believe in championing potential – in fact, it's the purpose that drives our business. We're dedicated to helping people, families and businesses to thrive, and addressing the challenges that can potentially hold them back. We're focusing on three areas: Enterprise, Learning and Climate.

Our purpose runs through all our brands, which include some of the best-known names in our industry. The Royal Bank of Scotland, NatWest RBS International, Coutts, Adam & Company, Ulster Bank and Lombard are all part of our family. Together, they serve over 19 million customers and all their banking needs. Wherever you work – and wherever you're based – you'll get the chance to make your impact.

We aim to empower individuals and communities wherever we are. We help people to improve their financial wellbeing, through initiatives such as our MoneySense programme. We also encourage entrepreneurship, particularly among underrepresented groups. And we're a major funder of renewable energy projects, while driving carbon positive operations ourselves.

 Step 1.
Submit online application form

 Step 2.
**Motivational questionnaire,
situational judgement test
and numerical test**

 Step 3.
Video interview

 Step 4.
Interview

Apprenticeships.

School leavers can kick off a career with us in all sorts of ways. Our range of exciting apprenticeships give you a recognised qualification and the chance to develop new skills. They're open to people of any background, aged 16 and over, and a fantastic alternative to full-time education.

16⁺

16 years-old and over



Get a professional qualification



You don't need any specific qualifications



Great alternative to full-time education

Graduates and Interns.



Opportunities for most year groups



Get a professional qualification



Any degree subject



Rotations

If you're at university, you can join us at one of our virtual events. They're a fantastic opportunity to speak to our colleagues and decide on which programme's right for you. You can also check out our social media channels.

 Step 1.

Submit online application form

 Step 2.

Situational judgement test

 Step 3.

Logical and numerical reasoning test

 Step 4.

Video interview

 Step 5.

Virtual Assessment Centre

Critical People Capabilities.

Our application journey looks at a variety of things such as situations you'll encounter, the competencies we're looking for and the strengths you bring to the table. Our five Critical People Capabilities™ will help you build the right knowledge, skills and behaviours – it's these behaviours we're looking for in our candidates. We take on people with a wide range of backgrounds and strive to be as inclusive as possible.

Having the right people with the right capabilities doing the right work will also help us better serve our customers. Ultimately, they'll help us be successful, now and in the future. Our Critical People Capabilities™ will help us all to champion everyone's potential, recognise the importance of data, and improve how we work together and support each other in a more agile environment.



Improver Innovators think about new ideas and how things can be improved. They learn from experience and want things to be the best they can be. They're interested in exploring and making the most out of digital tools and technology.



Critical Thinkers collect and use information to solve problems and make decisions. They're aware the solutions they come up with are part of a bigger picture and they've got attention to detail.



Trusted Advisors build good relationships with others and do this through empathy and warmth. They're open and honest, and take responsibility for their actions.



Change Ready people are open to change, and curious and keen to learn new things. They're aware of how important it is to look after their own wellbeing.



Connected people work well with others, and respect and value the differences others can bring. They communicate well; listening to and taking on-board feedback from others.

A great place to work.

Whether you join us as an apprentice, intern or graduate, we'll help you develop your skills in different ways:



Mentors and buddies

Having a mentor is a great way to unlock your potential because it's a partnership focusing on your development. Mentoring's all about building new skills and giving you fresh perspectives on your day-to-day work. We encourage all our colleagues to seriously consider the benefits of mentoring. If you join our graduate programme, you'll be paired with a 'buddy' before you start, who'll be there to help you get settled, answer any questions, and share their experiences.



Coaching

Coaching can help you develop better and different skills; improving your capability, confidence and performance. Coaching's for everyone and you can look forward to it regularly when you join.



Entrepreneurial Development Academy

Our Entrepreneurial Development Academy is an award-winning academy aiming to inspire, connect and bring an entrepreneurial mindset to our colleagues – we call it 'intrapreneurialism'. The Institute of Enterprise and Entrepreneurship recognises this immersive programme.



Flexible learning

We understand the value of learning the things you'd like to find out more about, so we have a series of core and flexible learning modules you can take; focusing on innovation, resilience and networking. To help your future career, these modules teach you how all parts of our business come together.



Rotations

Most of our graduate programmes are rotational; meaning you'll move between different teams and placements. This makes sure you're working on different things, with different people and finding out how to approach projects and problems in different ways.



Professional qualifications

You'll be able to take advantage of learning and training options to develop the specific technical and business expertise you need. You can work towards a recognised formal qualification as part of your development.



Agile working

Agile's a way of working; making sure we're focused on customers and ready for the future. We'll teach you different ways to approach projects using Agile techniques, so you're developing innovative solutions for customers and colleagues.



Employee-Led Networks

We support a variety of colleague groups – known as Employee-Led Networks. They're made up from volunteer employees who play a role in making sure we're inclusive. Networks like our Gender Network, Rainbow Network and Multi-cultural Network (to name a few) run regular workshops and events focused on personal development and networking.



NatWest Group Academy

The Academy is how we learn at NatWest Group - it's our gateway to tools, ideas and conversations to guide our progress, provide moments of structured and informal learning and encourage simple moments of reflection. It's a new and remote way of learning; allowing you to learn at your own pace, wherever you are. We want learning to be a part of what we do every day so we can better support our colleagues, customers and communities.

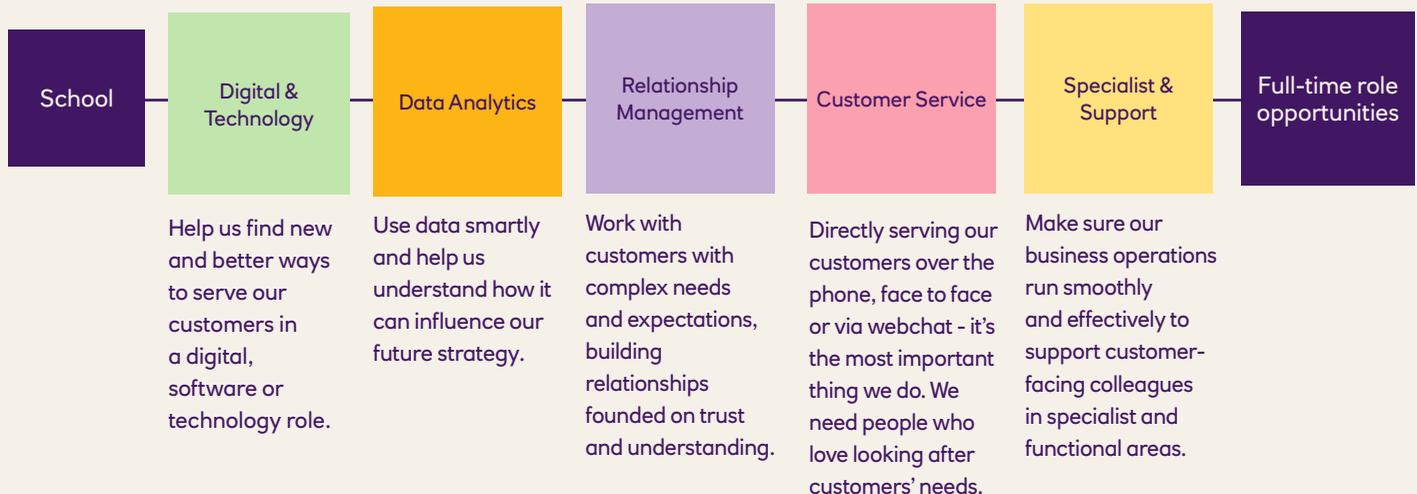


Wellbeing

We take a real interest in the health and wellbeing of every one of our colleagues. We've introduced a number of initiatives that look at specific wellbeing areas: physical, mental, financial, and social. We also support 'Time to Change', the UK's biggest programme to challenge mental health stigma, and have done since 2014.

Apprenticeships. Where you can start.

Our apprenticeships combine on-the-job learning with studying for qualifications. You can choose from lots of different jobs like customer services, relationship management and technology. In some, you'll get to deal with customers directly while others will involve supporting colleagues who work with customers.



Apprenticeship Programmes.

You don't need experience to be an apprentice – you can join straight from school. Apprenticeships are a great alternative to further education for a few reasons:

- We pay a competitive salary regardless of which apprenticeship you go for
- We'll help you get a permanent job at the end of your programme
- We make sure your performance goals are clear and achievable
- You'll complete a professional qualification

We'll also give you time away from your day-to-day job so you can concentrate on your qualification. That way, you get to study and learn lots of new skills at the same time. If that sounds like a lot to take on, don't worry. **We'll support you every step of the way.**





Support for Apprentices.

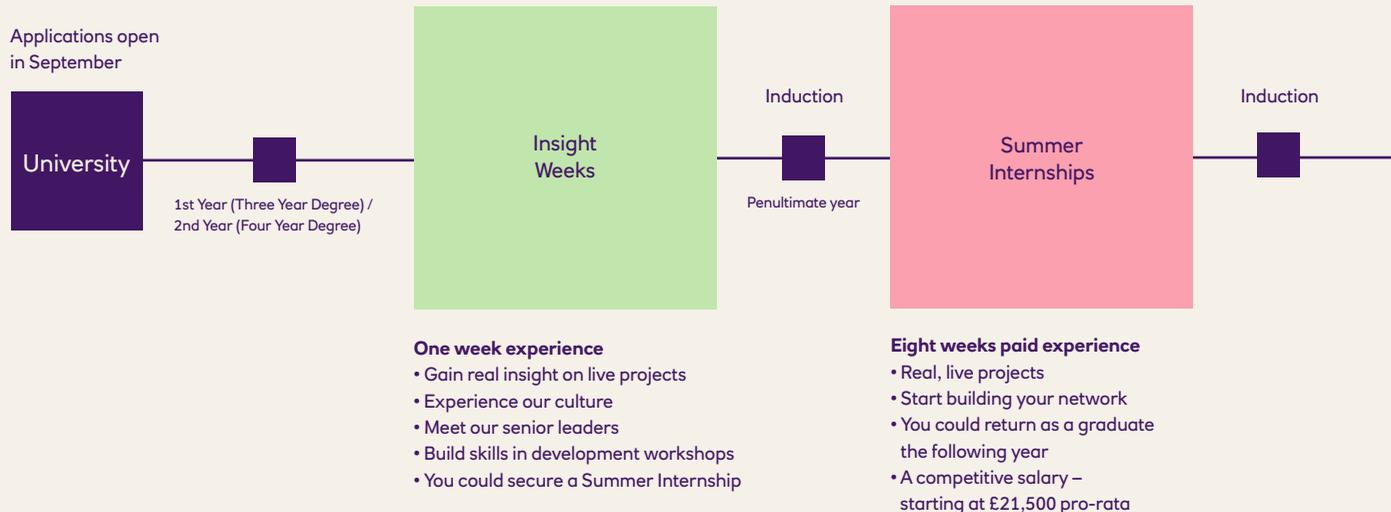
Our Early Careers team will be there for you from day one, along with the rest of our colleagues. You'll be part of a wider group of apprentices, working right across the bank.

Every year, we do a survey to see what apprentices feel like working with us. Here's what they had to say:

- They're engaged – they're given real responsibilities and are trusted to deliver
- We're inclusive – we have colleagues from lots of different backgrounds; all working towards the same goal
- We develop apprentices – we have lots of training and learning sessions (on top of the professional qualification) so, whatever you want to develop, we'll help you
- Our apprentices feel trusted, respected and supported by their manager and colleagues

Graduates and Interns

Where you can start.



Final year

Graduate
Programmes

Induction
and training

Rotations

Beyond

Two/three year programme

- Develop your skills as your career unfolds
- Starting salary of £31,850 plus benefits
- Bank-wide induction and business-specific training
- Rotations and placements
- Potential to gain a fully-funded professional qualification

We'll give you a buddy, placement manager and graduate coach, so we're always championing your potential. We'll support you as you make the switch into your full-time role and continue to focus on your growth and development as you take your career to the next level.

We'll help you find your next job with us by helping you:

Make your plan:

- Discover opportunities
- Understand your strengths
- Plan your steps to securing a job

Supporting your job search:

- Developing your skills to stand out
- Helping you to network
- Building your personal brand

Get the job:

- Find information to help you to secure the job you want

Graduate and Internship Programmes.

If you join one of these programmes, we'll fully support you to reach your potential. We'll help you follow your passions, develop your skills and build a career you'll love.



Change and Business Solutions

Our Change teams keep us competitive and commercially successful. Using everything from customer feedback to data and technology, they develop cutting-edge solutions that change our bank for the better.



Communications and Corporate Affairs

Our teams improve the reputation of our brands through our communications. You'll explore a variety of areas, from performance analysis, to understanding our colleagues' needs, to consulting on specialist disciplines.



Commercial Banking

Help UK businesses thrive in an ever-changing world. From entrepreneurial start-ups to FTSE 100 organisations, you'll work with customers to understand the challenges they face, and offer innovative banking solutions.



Data and Analytics

How can insights define the future of finance? How can we harness data and build bespoke solutions to transform our customer interactions? Help us explore these questions and shape the answers.



Finance

Finance helps us manage our customers' money well, providing the information needed to make decisions about costs and capital. It also helps the bank operate profitably and sustainably, ensuring money's used in the right way for everyone.



Human Resources

Help make the NatWest Group a place where everyone can feel at home, give their best and develop their talents. You'll learn about the vital role Human Resources plays and the values connecting our brands, locations and functions.



Internal Audit

Internal Audit is the independent voice of our organisation, protecting customers' interests. Working here means you'll help us stay safe by calling out risks, asking tough questions, and challenging the status quo.



Marketing

Build the reputation of our brands through brilliant marketing. This programme will take you to the heart of our business and brands. It covers the full spectrum of marketing, from exploring customers' needs to delivering strategic initiatives.



NatWest Markets

Provide financing, risk management and trading solutions to businesses in Europe, Asia and the US. You'll help our corporate and institutional customers to manage their financial risks and achieve their financial goals by anticipating their needs and offering excellent customer service.



Private Banking

Private Banking focuses on investments, specialist advice and managing relationships. We offer three Private Banking programmes. Two are with Coutts, a 325-year-old institution that has defined the sector, and one with Adam & Company – a traditional bank with a modern outlook.



RBS International

We operate under five brands: RBS International, NatWest International, Isle of Man Bank, Coutts Crown Dependencies and NatWest TDS (Trustee Depositary Services). Based at our headquarters on the island of Jersey, you'll gain fantastic insight into how banking supports everyday life.



Risk

Discover how we manage risk and embed robust controls that are responsive to change. With your integrity and inquisitive attitude, you'll help keep our business and customers safe.



Software Engineering

With our Software Engineering programmes, you'll be exposed to different projects happening across our Technology teams. You'll see the vital role that technology plays and build a valuable blend of technical and people skills.



Structured Finance

Provide debt product specialist solutions and first-class advisory services to corporations, blue chip companies and leading private equity sponsors. You'll get exposure to a range of areas such as acquisition financing, leveraged buyouts and greenfield renewable energy projects.

Some of our Partnerships.

To be ready for the future, we need the right people, with the right skills doing the right work. With that in mind, we're working with education partners, influencers and teachers to help all our colleagues build the skills we need in the business.

We have a number of partnerships and sponsorships in place to support that goal.

NCW

One of the many ways we demonstrate our passion for young people's development is by sponsoring National Careers Week – we're pleased to throw our support behind this nationwide initiative for the sixth year running.

ivy house LONDON

We're sponsoring 1,000 pupils (aged 16 – 18) through the Ivy House award over two years.



We designed our new Digital and Innovation Degree Apprenticeship, working with our charity partner Leadership through Sport and Business, to support young people from underrepresented backgrounds.



We're partnering with Career Ready to provide placements and mentoring for 15 – 18 year olds across Scotland.



We're part of the 100BlackInterns and 10000BlackInterns programme, aiming to offer paid work experience to young black undergraduates for the next five years.



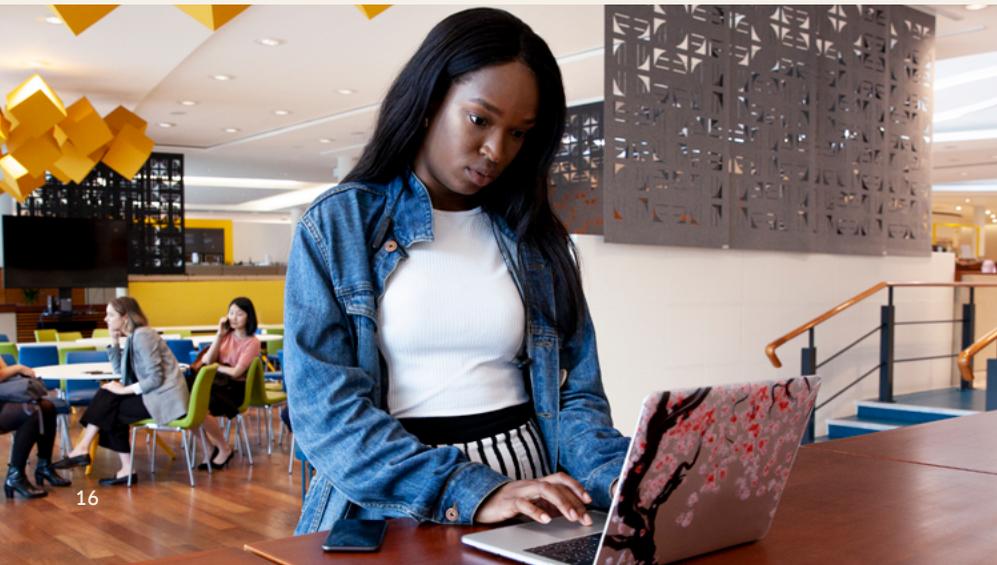
We're working with the Social Mobility Foundation and Sutton Trust to provide 16 - 18 year olds with Insight Week opportunities and upskilling sessions.



We want students to know what jobs and the people in our industry look like to help get them ready for the future world of work. In partnership with youth engagement experts, We Are Futures, we've created a one-hour interactive challenge that tackles preconceptions and encourages students to develop key skills.

We're a purpose-led business and we're proud to do our part in building your confidence in your abilities. It's all about helping you find, develop and champion your own potential.

“It doesn’t matter what team you’re in, you’ll always get the opportunity to develop the skills that are important to you – everyone is always supportive and the priority is your development.”

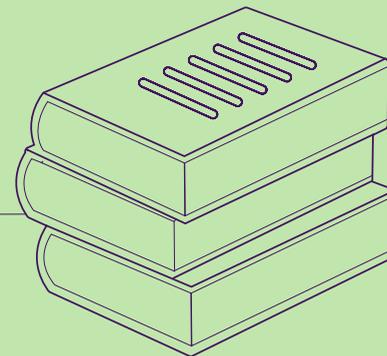


Ify Nwadike
Software Engineering

“Our apprenticeships are totally inclusive and open to everyone – it doesn’t matter what your background is or what your qualifications are. All you need is a desire to learn, develop new skills and build a successful career. Our apprentices bring new ideas, a new perspective, digital skills and they challenge the way we do things to ensure our services reflect our customers’ 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, curious and they bring digital skills with a determination to build a long-term career with Natwest Group.”

Mike White

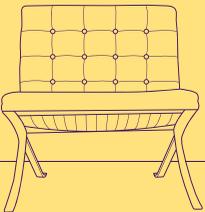
Apprentice Manager



“An apprenticeship is a great opportunity to gain valuable knowledge and experience. And not only will you get the chance to apply what you’ve studied practically; you’ll also develop and acquire a set of skills that will help you be successful in your chosen industry. And, of course, getting into employment earlier means that there’s a lot of potential for you to progress really quickly in your career, build that bigger and stronger professional network, and hence improve your future job prospects.”

Razaan Elwasila

Digital User Experience Apprentice



Find your Potential.

Our Find your Potential tool can help you understand what skills you have, what you might enjoy doing and what jobs could be a great match for you.

It only takes about 20 minutes to complete. Once you've done it, you'll have access to your personalised feedback profile. This will provide in-depth insight into your strengths and areas you might like to develop. It will also show you some of the jobs that might interest you.

Click here to complete the tool

nwgfindyourpotential



Application tips.

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 this kind of test as it's assessing your natural judgement and decision-making skills. However, doing some research about our goals and values, our industry and the role you've applied to will help when completing the test.

If you're successful, we'll ask 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.



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



We'll present you 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.



Application tips.

Video interviews.

After the online tests, it's time for your video interview. It's a one-way recording (rather than a Skype-style interview with two or more people). We'll ask you a mixture of competency-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 competency-based questions and have some examples ready. Record yourself and listen back to your answers so you can improve and feel confident. Ask a friend to give you some feedback.
- ✓ Check out our Critical People Capabilities on page 5 and think of examples where you might have demonstrated these.
- ✓ We'll want to find out what it is about our business and the programme you're going for that interests you. Research these things as much as you can before the interview. Our website and social media are good starting points and can also give you a feel for our culture. Check to see if you have any connections on LinkedIn who work here. If you do, consider reaching out to them. The more you know, the more credible you'll sound.



Interview tips.

The STAR approach.

To work out if you have the skills and behaviours required for the role, we'll ask you questions about situations where you've used them before. We'll ask you these in our video and interview. Using the STAR approach is the best way to answer these sorts of questions. You can draw on a range of experiences, not just academic. It's all about showing how you handle challenging situations.

S

SITUATION

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

T

TASK

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

A

ACTION

Describe exactly what you did to solve the situation, what skills you used, what was difficult and how you went about it. This should be the majority of your answer.

R

RESULT

A positive outcome – just a few sentences.

“Show you’re interested and come prepared with why you want to work with the company – stay calm and believe in yourself.”

William Fisher

Change and Business Solutions



Assessment tips.

Preparing for the day.

If you're invited to a Virtual Assessment Centre, you'll be asked to tackle a number of different types of exercises. These include an interview, a group discussion, a 1-2-1 interactive activity and a written activity.

- ✓ As you'll be on Zoom most of the day, try and find a quiet room and ask anyone you live with not to disturb you. Don't worry about the background, as the assessors will be focused on you and not on your surroundings.
- ✓ As you'll spend much of the day sitting down, try to dress in comfortable clothes that make you feel confident.
- ✓ Make sure you're ready to join your Assessment Centre around 10 minutes in advance of the start time. Do a final check of your connection, camera and microphone; have a pen and paper ready; and keep a bottle of water handy to keep you hydrated throughout the day.
- ✓ Charge your device throughout the day - to avoid interruption and to make sure you can demonstrate your best self.



Assessment tips.

Group exercises and role-play.

Working with others is an everyday part of life here. We'll observe you in group exercises and stakeholder meetings – 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'll have a better experience.

During other assessment activities

- ✓ Make sure that you've understood the task and read any information provided carefully – use your planning time effectively.
- ✓ It might help to take some notes, but be careful not to let this distract you from the task itself.

Assessment tips.

Competency-based interviews.

We use competency-based interviews to find out how you've dealt with certain types of situations in the past. They usually start with something along the lines of "tell me about a time when you've..."



When answering, keep the STAR technique in mind (see page 22). It's best to stick with one concrete example per question. You could draw your examples from education, work, or other areas of life. Make sure your examples are relevant and that you stay focused on what you did.



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



It might also help to take another look at 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!



Marvin McKenzie

Software Engineering

“A highlight of my time on the programme is the amount of support I’ve received. The time and investment that have been made in my professional development through my rotations has been invaluable.”

Follow us on social media to get more top application tips, deadline reminders and find out more about our programmes. You can also talk to us at events such as careers fairs or our online chats. Our team will be happy to answer any of your questions.

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