



# Customer graduate programme



<b>Length of programme</b>	3 years
<b>Qualifications you'll work for</b>	Industry relevant qualifications relevant to role such as (MRS Advanced Certificate, Microsoft Dynamics specific accreditations, BCS Business Analysis Diploma)
<b>Location</b>	London & various regional offices. Please search the website for latest location availability
<b>Entry requirements</b>	<p>As a general rule, you'll be expected to meet the following requirements:</p> <ul style="list-style-type: none"> <li>– Minimum grade B GCSE(*) Maths</li> <li>– Minimum grade B GCSE(*) English Language</li> <li>– Minimum of 320 UCAS tariff points(*)</li> <li>– Minimum 2:1* degree or above in any discipline</li> </ul> <p>Note: (*) Or equivalent</p>

Please note, we only consider a candidate's 'top' 3 A Level grades and do not accept General Studies.

At KPMG, we look at more than just your academic results. We will review your application, together with your performance in our assessments, to ensure that you have the best opportunity to demonstrate your potential. We will be considering your strengths and achievements against KPMG's capabilities alongside a number of other metrics, including technical background and/or experience, to ensure that you have the skills to succeed at KPMG.

Customer is a priority area for our Consulting practice – and invaluable to our clients' businesses too, as we help them to address some of their hottest topics. The focus of everything we do is to help add lasting value and enhance their performance by delivering sustainable improvements to their businesses. On this programme, you'll be given the chance to gain exposure across a range of our capabilities – offering an unrivalled insight into KPMG.

Our Customer Graduate Programme is designed to give you the experience and core consulting skills you need to get your career off to a flying start. Starting as you mean to go on, you'll build your commercial understanding and business acumen to deliver real value to our clients straight away.

## In depth

As a trainee on the Customer Graduate Programme, you'll be working with our clients that include some of the most well-known and largest organisations in the world, across a range of sectors and industries, to help them deliver outstanding customer and employee experiences and transform functions such as marketing, sales and service.

- As specialists in the field, our clients often ask us how to:
- Transform their customer functions to enable their customer agenda and drive growth.
  - Design innovative, digital and outstanding customer experiences.
  - Help them to capture a competitive advantage in a

- digital world.
- Use technology to achieve sustainable business benefit.

**Customer** is an engaging and relatable capability as we are all customers. Our work is dynamic as customer expectations are changing as they adopt new technologies and possibilities. We are focused on getting to the heart of our client's business to really drive change and guarantee a market leading customer experience through:

- Our focus on customer-centricity and commercial outcomes.

- Our unique ability to leverage insights from KPMG Nunwood, our in-house Customer Experience Excellence Centre.
- Conducting in depth market research and analysis to identify high priority areas.
- Helping our clients think creatively to design future customer experiences.

The **Customer** graduate programme sits within the Management Consulting function and is one of four graduate programmes. The **Technology Consulting** programme that helps clients to better utilise technology and innovation, the **Management Consulting** programme and the **People Consulting** programme.

## Who we look for

Through client work, skills training and certifications and accreditations, we'll support you throughout your career with the blend of development opportunities you need to reach your potential.

Enjoying a wide variety of client and internal work, you'll need the adaptability and flexibility to work in different roles with a diverse range of people – often under challenging deadlines. So, you could be:

- Supporting on projects such as redesigning the customer experience at airports, train stations and in retail stores.
- Helping clients launch new products and propositions, and identify the markets to target.
- Conducting client and customer interviews and data analysis to help determine how to improve customer contact strategies.
- Performing research to help us develop innovative thinking we can take to our clients.

Regardless of the project you are supporting, you'll work closely with people across KPMG – and at every level. This access to knowledge and experience will help to build your skills, as well our clients' businesses

## Training and Development

Our commitment to your learning and development is paramount and this is why we have created a learning path that will support you during your graduate programme and beyond. We are committed to providing you with not only on-the-job training and support, but also accreditations and certifications such as MRS Advanced Certificate in Social and Market Research Practice, Microsoft Dynamics certification and BCS Business Analysis Diploma.

We are committed to developing our people through internal training and offer courses on Lean, Operational Excellence, Experience Design and Rapid prototyping.

Technology is a large part of the role that we do in Customer and as such, you can expect that the learning path will grow as technology develops.

**Please see below for case studies.**



**Name:** Jonny

**Business Area:** Advisory – Business Consulting – Management Consulting - Customer

**Based:** London

### **The recruitment process?**

KPMG's recruitment process was very accommodating and I felt the Graduate Recruitment team were very empathetic throughout the whole process. The Launch Pad is a long and tiring day, but it offers a great chance to understand more about the firm and meet a range of people – use the opportunity to ask the current grads that you'll meet any questions you have! The graduate residential induction just before coming into the firm was also extremely helpful as you can really get to know your peers, meet the other grads in your team and learn all things KPMG.

### **Why KPMG?**

KPMG's people is what attracted me – I'd heard great things about the great culture here and thankfully I haven't been disappointed! Everyone is very supportive and the team's leadership are approachable – we work hard so it's great to be able to have some fun at work as well! The variety of work and diversity of clients also strongly appealed to me, as well as KPMG's global reputation for consulting.

### **Day-to-day?**

Tasks vary day-to-day, and from project-to-project. Learning is important to me, and at KPMG there are endless opportunities to do so from formal training, as well as more naturally through client work. In between client work, graduates also work on proposals and proposition development which really helps you to understand how KPMG sells itself, its people and capabilities. Both business development and client delivery allow graduates to work alongside more senior colleagues who are open to challenge and support your development. Project tasks often include preparing reports and presentations, facilitating workshops, interviewing client stakeholders, meeting customers and attending meetings with the client. I've had the chance to work on a range of projects from a transport network to an international delivery company.

### **My advice?**

Don't feel nervous when you first join – all graduates are in the same boat in the beginning and whatever your concerns/questions are, it's more than likely that others feel the same way. Everyone is super friendly so take the time to get to know your buddy, the other grads in your team, and your more senior colleagues! Ask questions (no matter how small) at the grad induction and reach out to people for a coffee or a quick chat when you first join – this is really encouraged at KPMG so definitely make the most of it!

### **Working with clients?**

I've been thrown in the deep end with client work which has been great, one example being co-running client workshops with the rest of my team. I've spent lots of time on client site, trying to really understand their business and ways of working, and had the opportunity to meet and work with senior client stakeholders.

### **Social life?**

Make the most out of induction week – meet as many people as you can and keep in touch afterwards. There are many events hosted by KPMG but graduates also host their own social events within their sectors or departments, so you have various social events to choose from! Your team will also organise regular meetings and socials – and the Christmas party, of course!

### **Further career opportunities at KPMG?**

At KPMG, you can certainly make an impact; you have the opportunity to get involved in internal work that interests you. I'm involved in our 'Design' community – one of our core Customer capabilities, and help organise 'Final Thursdays,' a monthly team event for everyone across Customer. Working with your manager and resourcing contact, you have the option of exploring project work and other opportunities in some of the other teams we work closely with such as our Operational Transformation team.



**Name:** Kate

**Business Area:** Advisory – Business Consulting – Management Consulting - Customer

**Based:** London

### **The recruitment process?**

The recruitment process can feel like a long process, but as you move through the different stages, you get to learn more about the firm which helps ensure you will be a great fit. Everyone I met at KPMG throughout the process was very friendly which makes you feel more comfortable and relaxed, enabling you to perform at your best. The final partner interview can be daunting, but immediately the partner put me at ease. The partner also took the time to sell KPMG to me, which helped solidify that KPMG was the best place for me to start my career.

### **Why KPMG?**

KPMG has a strong reputation for being very people-orientated which greatly attracted me to the firm. Offering the opportunity to complete a renowned professional qualification was also greatly appealing, as it puts you in great stead for a successful career ahead.

### **Day-to-day?**

As everyone will tell you, no two days are the same at KPMG, meaning you truly do learn something new every day, whether that be on client site, working on a bid or completing the vast number of internal training courses on offer. This variation keeps the role exciting and means you are constantly being challenged.

### **My advice?**

Start networking within the firm from day one as this will prove invaluable throughout your career. Try not to compare your experiences to others on the Graduate Scheme. Everyone's journey is different depending on the sector you are allocated and the project you are working on, so make the most of every opportunity as they are presented to you.

### **Working with clients?**

Client interaction starts pretty much straight away and I was lucky enough to be given an away project on client site within my first month at KPMG. This can be nerve-wracking, but I was strongly supported by the KPMG team around me which helped grow my confidence rapidly, and allowed me to learn from my colleagues around me.

### **Social life?**

KPMG has a great social scene, with plenty of opportunities to meet others around the firm. It can be tricky to stay in touch whilst away on client site as well as juggling CIMA exams and a personal life, so it is important to make the time to come back for internal social events and maintain your internal network.

### **Further career opportunities at KPMG?**

At KPMG you are encouraged to steer your own career, so take the opportunity to explore different sectors and functions of the business to discover where your strengths lie. After the Graduate scheme, there are vast opportunities to do a secondment abroad or within industry, to broaden your experiences and knowledge, which allows you to have a truly diverse and rewarding career.

## FAQs

### What skills do I need to work in People Consulting?

As no two projects are the same, we look for people who are flexible and able to adapt and grasp new concepts quickly. You'll also need the passion and energy to help us exceed our clients' expectations and deliver against tight deadlines. Strong analytical and problem-solving skills, a natural curiosity and interest in the business world, and a global, forward-thinking mind-set are also key. As each project may be with a different client, you'll need to be a strong team player who works well with people at all levels.

### What other training will be available to me?

KPMG will support your development throughout your career, with a well-established and highly innovative training programme. These programmes will help you to hone your core consulting skills whilst developing your knowledge of our approach to work. You'll also learn on the job through client exposure and unique access to our amazing breadth of knowledge and experience.

### Will I get the opportunity to work in different business areas of the wider KPMG UK firm?

As a professional services firm, KPMG support their clients in a variety of different ways and as you develop skills on your graduate programme, you will often find yourself working on projects with colleagues from other areas of the firm. Opportunities for you to work on projects in other teams where you can utilise the skills you have developed or gained through your studies will also help you become a more rounded individual and also increase your internal and external networks.

### What happens after I finish my Graduate Programme?

Our three year Graduate Programme is just the start. It will give you a strong foundation, great client experience, professional training and core consulting skills. Given our amazing growth, there are opportunities to progress a really varied career in Management Consulting as you build specialist skills and knowledge in your field of interest. Throughout your career you'll be offered ongoing support and opportunities to develop your expertise, both on challenging client projects and through training.

### Is there much travel involved in the role?

As a large part of our work is done at our clients' offices, we go where we're needed – down the road, in another part of the UK or even on the other side of the world! If you're thinking of applying to Management Consulting you need to be comfortable with the idea of travelling and balancing that with studying for your professional qualifications.

### KPMG is such a big firm, how do I integrate myself and get to know people?

You are right, we are a large organisation with thousands of people working in the UK firm, but you are joining a graduate programme that is in a function within KPMG. Each function contains teams within it too, so initially you will be part of this smaller team and you will instantly feel part of that team when you join and meet those working alongside you on a day-to-day basis. There are lots of ways for you to start building your networks outside of your immediate team and we encourage you to do this – but at a pace that you feel comfortable with.

## Contact us

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