



Customer Graduate Programme

Length of programme	3 years
Qualifications you'll work for	Chartered Institute of Management Accountants (CIMA)
Location	London & various regional offices. Please search the website for latest location availability
Entry requirements	<p>As a general rule, you'll be expected to meet the following requirements:</p> <ul style="list-style-type: none">– Minimum grade B GCSE(*) Maths– Minimum grade B GCSE(*) English Language– Minimum of 128 UCAS points* under the 2017 tariff point system at A Level or equivalent qualifications (*)– Minimum 2:1* degree or above in any discipline <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 growth area for our Consulting practice as it becomes ever-more critical for our clients' businesses to address their customer strategy and delivery. We are in unprecedented times of change which has accelerated the customer and digital agenda and the way in which our clients' businesses operate and deliver against them. The focus of everything we do is to help add lasting value and enhance 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 from transformation, design, brand and marketing, data and analytics – 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 current times of disruption, like the clients we work with, we're having to adapt and evolve the way we work. This means new working patterns, physical adjustments in our offices and new ways of interacting with our colleagues and clients. Our customer practice is based across various locations in the UK and as such, we embrace a digital and collaborative way of working both within our own teams and with clients.

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 at this time. 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 is why we have created a learning path that will support you during your graduate programme and beyond.

In Customer we balance a solid grounding in the language of the broader business via a CIMA foundation certificate, with a customised customer-specific programme for years 2 and 3. Our exclusive KPMG Customer Programme for these latter two years includes a core set of modules on the fundamentals of customer, but also offers choice and the chance for you to customise your own path. Course modules may include: Data & Analytics, Customer and Operational Agile Transformation (COAT), Advanced Lean, Scaled Agile Framework (SAFe), Professional Scrum Master (PSM1) and/ or Digital/ Brand MBA components.

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.

The impact of COVID-19 on professional qualifications:

The vast majority of KPMG's staff undertaking a professional qualification were able to continue with their studies and examinations following the COVID-19 pandemic, including those studying the CIMA certificate. We expect studies to be back to our usual mix of classroom and remote learning detailed above for our 2021 intake, and exams to be scheduled normally.

FAQs

What skills do I need to work in Customer 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, you'll have a natural curiosity, with empathy and an interest in the customer and business world. You'll be forward-thinking and with a global mindset. 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 3 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?

Pre COVID-19 a large part of our work was 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! As the working environment adjusts, we expect some increased travel. 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 as the need arises.

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.

As an inclusive employer we encourage collaboration and sharing of ideas and perspectives - in fact working "Together" is one of Our Values. Joining as a graduate you'll have access to our learning community, the Academy, which offers talks, mentoring, workshops, online learning, events and opportunities to develop your skills and expand your professional network. You also might be interested in joining one of our Employee Networks which not only represent specific groups, they help us increase collaboration, share best practice and make KPMG a more enjoyable place to work.

What was the impact of COVID-19 on professional qualification tuition?

The vast majority of KPMG's staff undertaking a professional qualification were able to continue with their studies and examinations following the COVID-19 pandemic, including those studying the CIMA certificate. We expect studies to be back to our usual mix of classroom and remote learning detailed above for our 2021 intake, and exams to be scheduled normally.

Were exams and progression through training programmes impacted by COVID-19, and will that continue?

The CIMA moved quickly to introduce new remotely invigilated exam solutions following the start of the pandemic. This meant that whilst there was some initial disruption, we were quickly able to ensure our students could continue with their exam pathways where individuals were comfortable to do so. These newly developed solutions may well continue to be used into the future, and thus will provide extra flexibility for our business and training.

Contact us

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