

Work Experience role profile

Role Title	Strategy and Change trainee
Department	Strategy and Change
Business Unit	City & Guilds
Location	London, EC1A 9DD

Everything we do contributes to achieving our purpose: Helping people, organisations and economies develop their skills for growth. This purpose drives everything we do.

Our values

Our values **Imagination**, **Integrity** and **Leadership** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at the City & Guilds Group will not only make this a great place to work, but ensure you thrive and are successful in your role.

Role purpose

To support the Strategy and Change team deliver its goals of helping the business understand what's happening in the market it operates in and make better decisions about how to respond to it. Your role will be to support understanding of key markets we operate in and help to inform the business about what impact it might make.

What you'll be doing

1. Conducting market research on new countries we might want to enter
2. Conducting market research on how customers are responding to our products and services
3. Analysing insights from customers on what they are looking for from future products and services
4. Creating a hub of insights and information to help the business make better decisions

What you'll learn

1. **Conducting Market research on new countries we might want to enter**
 - How we review new countries, understand their political landscape, how they manage and fund education and what are their key priorities
 - The ways in which to develop this understanding into a report to inform decisions about what we might do in those countries
2. **Conducting Market research on how customers are responding to our products and services**
 - How to use our Customer Satisfaction Index to review how customers are responding to our new products, what do they like, what do they dislike
 - What recommendations could we make to the product teams about future developments
3. **Analysing insights from customers on what they are looking for from future products and services**
 - The processes to be followed when reviewing sales reports to help inform future developments of products
4. **Creating a hub of insights and information to help the business make better decisions**
 - How to create from scratch an accurate hub of insights, reports and information for people in the business to help their decision making

What we're looking for

We can't live without you being...

- Curious (Imagination)
 - A creative problem solver who brings new ideas and finds new ways of overcoming obstacles
 - Keen to learn
- Collaborative (Integrity)
 - A team player who enjoys being part of the team, supporting and leading as needed
 - Shares knowledge and expertise
- Compassionate (Integrity)
 - Thoughtful, compassionate and human in their dealings with people
 - Self-aware and aware of their impact on others - emotional intelligence
- Resilient (Leadership)
 - Confident in the face of push back and challenge from others
 - Doesn't lose sight of delivering to high standards even when under pressure
- Confident (Leadership)
 - Motivated to get things done and make them better
 - Pro-active in taking on what needs to be done and using their initiative
- Trusted (Integrity)
 - Goes the extra mile for internal and external customers

- Takes ownership and accountability

We would love you to have...

- Experience using Excel, Word, Outlook
- Attention to detail and good organisational skills
- An interest in market research
- Strong communication (verbal and written)
- Experience of working to deadlines