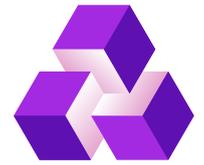


# Championing Your Potential



NatWest  
Group

Apprentices, Graduates and Interns

[jobs.natwestgroup.com](https://jobs.natwestgroup.com)



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



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



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

We contribute more than 100,000 hours to community volunteering opportunities and colleagues get three days a year to volunteer for causes they're passionate about.



Our commitment to LGBT+ employees has earned us a place in the Top 100 Stonewall Index.

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

By the end of 2025 we will provide £100 billion additional funding to tackle climate change as well as making our own operations climate positive.



1

# Our Purpose

**Championing young  
people's potential.**





# What is championing potential?

**When our customers succeed, our communities succeed and our economy thrives. This belief is at the root of our purpose: to champion potential; helping people, families and businesses to thrive. So, we're empowering individuals and communities wherever we are. We help people to improve their financial wellbeing and encourage entrepreneurship, particularly among underrepresented groups.**

**Championing potential is at the heart of our apprentice, intern and graduate programmes. Your potential comes first. Our Early Careers programmes give you structured and supported learning with every chance to follow your interests. With pathways that allow you to join the part of the business that suits you best, you can build a career you'll love.**



# How do we support young people to learn?

## CareerSense

CareerSense is our education programme for young people.



Free-to-access tools and resources.



Skills workshops for secondary schools.



Support for young people who are not in education, employment or training.

[mycareersense.com](https://mycareersense.com)

## MoneySense

Our free financial education programme for 5-18 year olds is a hub of learning and inspiration. With fun activities, games and resources to teach children about money at home, and in schools.

[natwest.mymoneysense.com](https://natwest.mymoneysense.com)



# 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, we'll send you your unique and personalised 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.**



**Head over  
to our website:**

**[mycareersense.com](https://mycareersense.com)**



# Powered by partnerships

**As well as our apprenticeship, intern and graduate programmes we work with a number of organisations to offer placements and mentoring to young people.**

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



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.



National Careers Week is all about empowering positive change through careers education. We're proud to be the headline sponsor for the 7th year running.



We're part of the #10,000 Black Interns Programme offering paid work experience to black undergraduates.



We're sponsoring 1,000 pupils (aged 16-18) through The Ivy House Award over two years.



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



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

# 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.



## 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 progress towards a recognised formal qualification as part of your development.



## Mentors and buddies

Having a mentor is a great way to unlock your potential because it's a partnership focused on your development. Mentoring is all about building relationships and giving you fresh perspectives on your work. We encourage all our colleagues to consider the benefits of mentoring.

## Coaching

Coaching can help you develop better, and different skills; improving your capability, confidence and performance. Available to everyone, you will experience it regularly when you join.



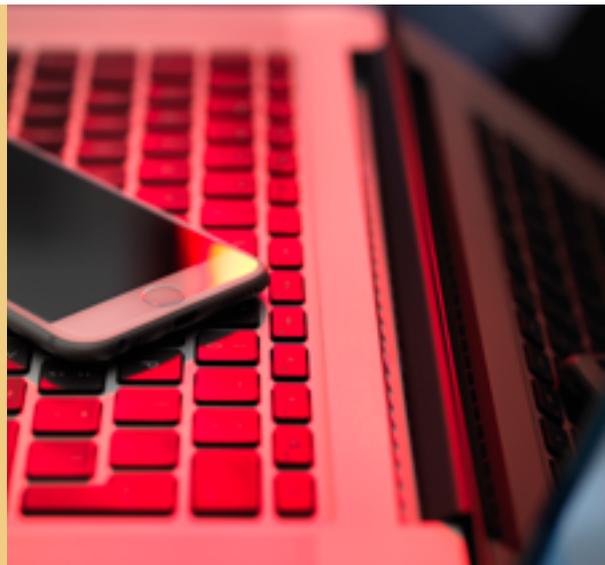
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## Innovation

We created InVent, a bank-wide learning programme open to everyone regardless of their role. The programme will help you develop an entrepreneurial mindset and the innovation skills so important to the changing world of today.



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## 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.



## 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.





## 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.



## Employee-Led Networks

Our Employee-Led Networks are made up from volunteer colleagues who play a role in making sure we're inclusive. Networks like our Gender Network, Rainbow Network and Multicultural Network (to name a few) run regular workshops and events focused on personal development and networking.



## Wellbeing

Whatever is on your mind, there's information and expertise at your fingertips. We offer access to a range of services to help you stay healthy inside and out. Take our Wellbeing Hub, which has resources to help you be your best – so you can enjoy work and life to the max.



## Our Learning 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 remote way of learning allowing you to learn at your own pace, wherever you are.

2

# Apprenticeships

Where you can start.



# 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 how apprentices feel about 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 qualifications) so, whatever you want to develop, we'll help you.**

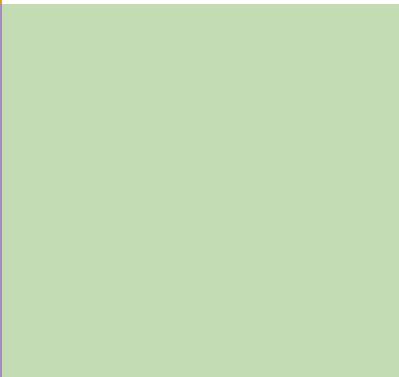


**Our apprentices feel trusted, respected and supported by their manager and colleagues.**



# Apprenticeship programmes

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





### **Digital & technology**

Help us find new and better ways to serve our customers in a digital, software or technology role.



### **Data analytics**

Use data smartly and help us understand how it can influence our future strategy.



### **Relationship management**

Work with customers with complex needs and expectations, building relationships founded on trust and understanding.



### **Customer service**

Directly serving our customers over the phone, face-to-face or via webchat – it's the most important thing we do. We need people who love looking after customers' needs.



### **Specialist & support**

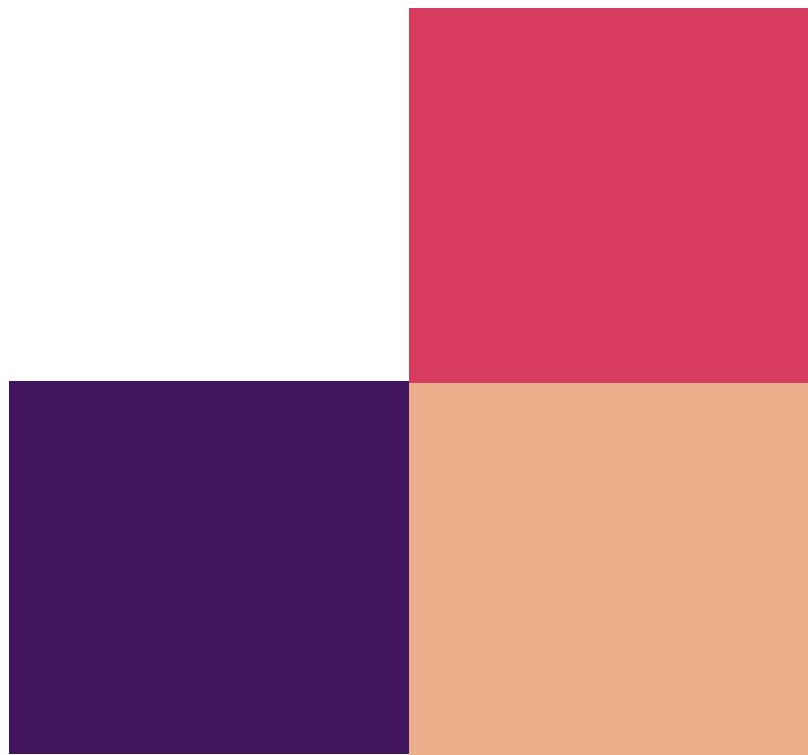
Make sure our business operations run smoothly and effectively to support customer-facing colleagues in specialist and functional areas.

**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.**

**[jobs.natwestgroup.com](https://jobs.natwestgroup.com)**







**“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 that desire to learn, and have the dedication and drive to want to develop your skills and future career in one of the top banks in the UK. An apprenticeship is a fantastic way to do this, not only do you get paid, but our expert training providers and dedicated skills coaches will guide and support you throughout.”**

**Nazma Ghafoor**  
Apprenticeship Manager

3

# Graduates and interns

Where you can start.





# Where you can start

## Graduates and interns.

### Insight Weeks

First year (three year degree)  
/ Second year (four year degree)  
One week experience.

- Gain real insight on live projects.
- Experience our culture.
- Meet our senior leaders and build skills.
- Potentially secure a summer internship.

We run Insight Weeks for women and men to ensure gender equality across our business areas.

### Summer Internships

Penultimate year  
Eight week paid experience.

- A competitive salary – starting at £21,500 pro-rata.
- Real, live projects.
- Start building your network.
- You could return as a graduate the following year.



# Graduate Programmes

Final year

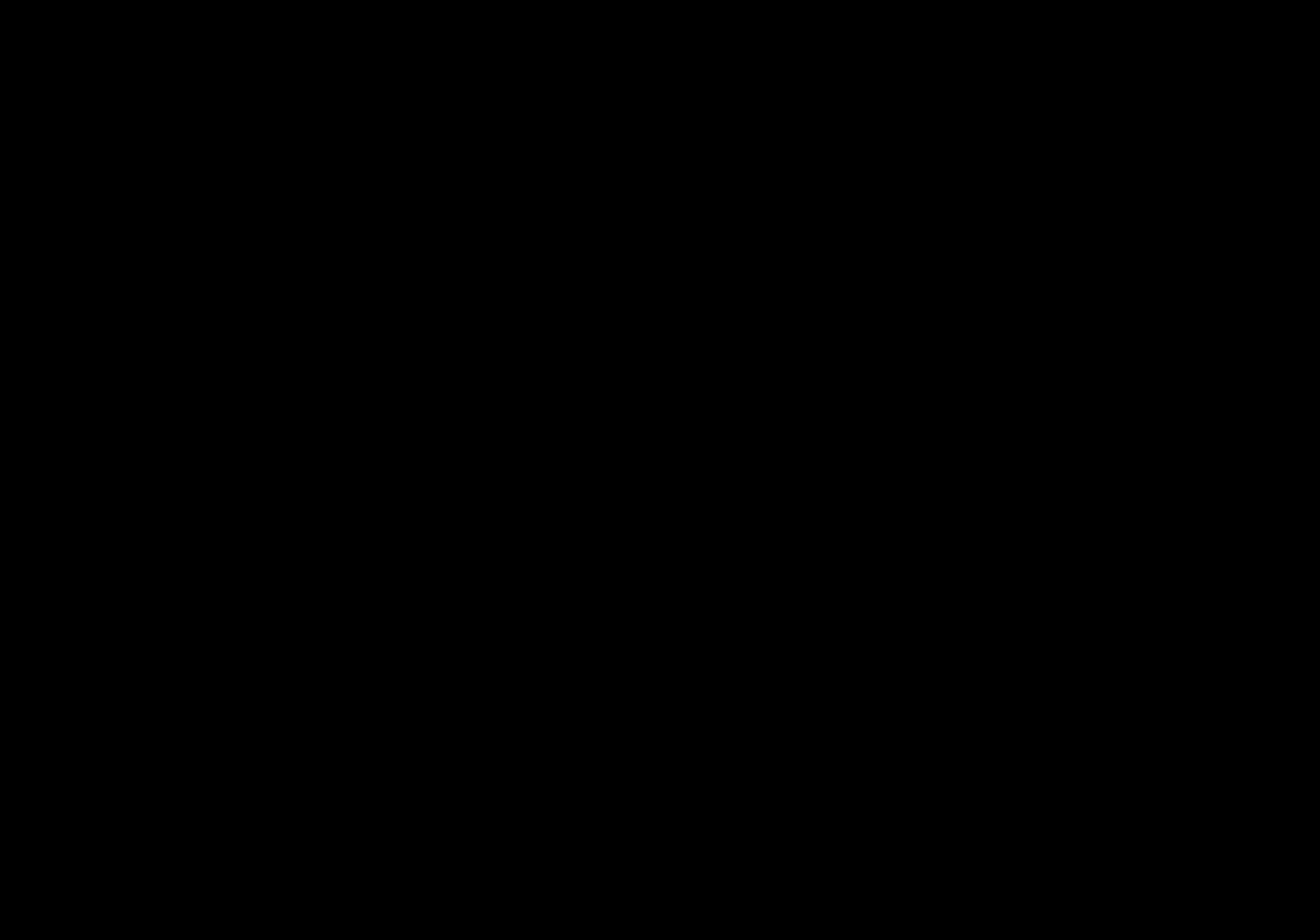
Two/three year programme.

- Salaries start from £31,850 plus benefits.
- Develop your skills as your career unfolds.
- Bank-wide induction and business-specific training.
- Rotations, placements and potential to gain a fully-funded professional qualification.

[jobs.natwestgroup.com](https://jobs.natwestgroup.com)







# Graduate and internship pathways

If you join one of these pathways, 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 to make changes so we function better.

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Insight Week  Summer Internship  Graduates

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# 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.

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Insight Week  Summer Internship  Graduates

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# 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.

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Insight Week  Summer Internship  Graduates

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# 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.

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Insight Week  Summer Internship  Graduates

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# Human Resources

We want everyone to work in a place where they 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.

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Insight Week  Summer Internship  Graduates

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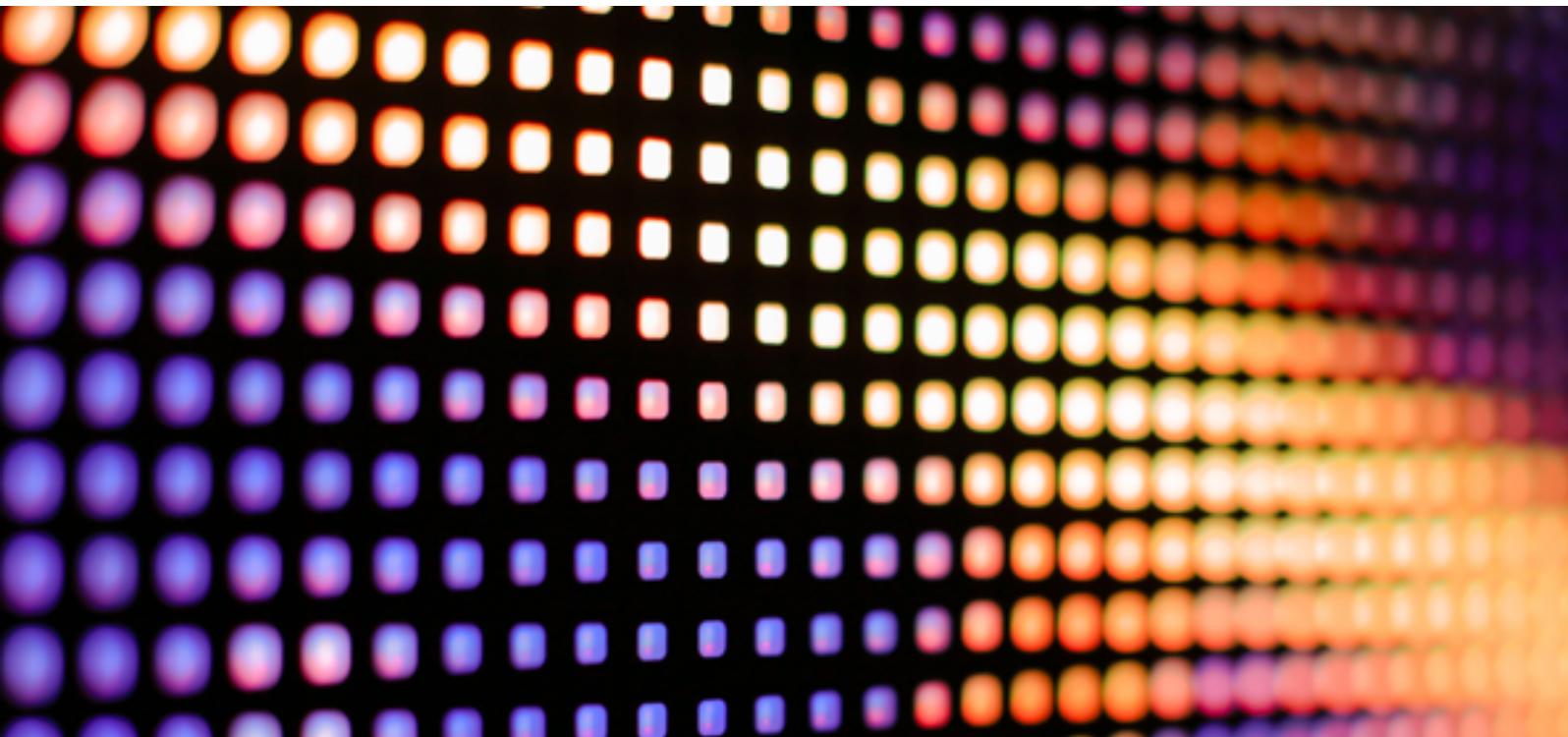
# Internal Audit

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.

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Insight Week  Summer Internship  Graduates

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# NatWest Markets

Help us provide leading rates, currencies and financing solutions to our corporate and institutional customers across Europe, Asia and the US.

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Insight Week  Summer Internship  Graduates

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# RBS International

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

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Graduates

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## 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.

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Insight Week  Summer Internship  Graduates

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## Software Engineering

With our Software Engineering programmes, we'll expose you 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.

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Insight Week  Summer Internship  Graduates

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# Strategy and Ventures

Our Strategy and Ventures teams are at the heart of driving the bank's strategic agenda – to build a purposeful relationship bank for a digital world. We will give you exposure to a range of teams each of which works to shape the future of NatWest Group

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Insight Week  Summer Internship  Graduates

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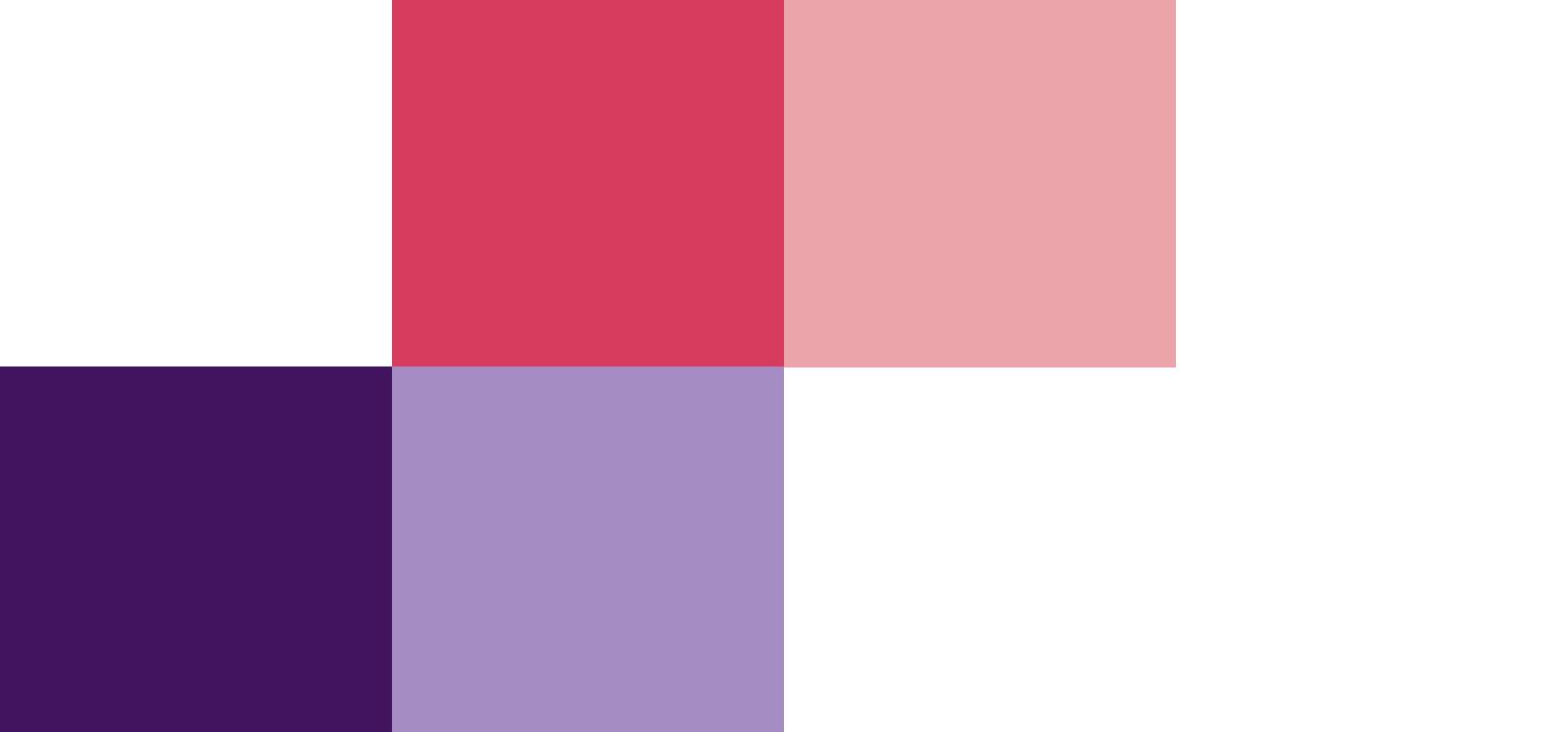
# Financing Solutions

The Financing Solutions team supports larger corporate and institutional clients with complex financing needs. We'll give you exposure to a range of areas such as acquisition financing, leveraged buyouts and renewable energy projects.

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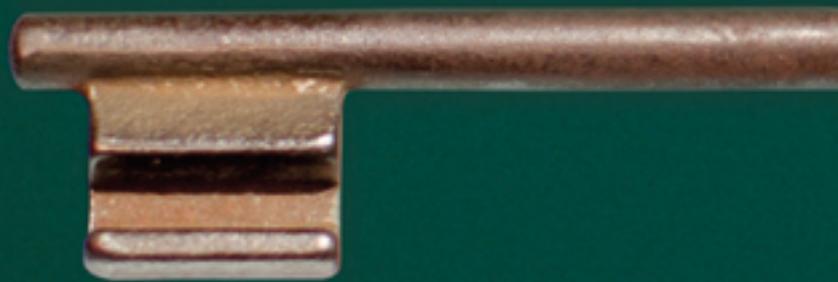
Insight Week  Summer Internship  Graduates

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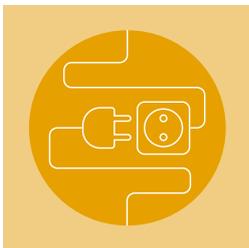
# Practical hints and tips on each stage of the process





# Your potential

Our purpose is to champion potential, helping people, families and businesses to thrive. To help us do this we focus on five critical people capabilities so you can build the right knowledge, skills and behaviours when you are with us. It's these behaviours we look for in our candidates.



## Working together

Working together means working well with others and valuing their views. It's about listening and communicating effectively and taking on feedback from other people.



## Learning and adapting

Learning and adapting is about being open to change while being curious and keen to learn new things. It's also about looking after your own wellbeing and considering others.



## Problem solving

Problem solving is about using information to make decisions and solve problems, while considering how different pieces of information might connect. It's also about having great attention to detail.



### **Creative thinking and innovation**

**Creative thinking and innovation involves thinking about new ideas and how things can be improved. It's about learning from experience and wanting things to be the best they can be. Exploring and making the most out of digital tools and technology can also be important.**



### **Relationship building**

**Relationship building means creating connections with others through warmth and empathy, and being open and honest, taking responsibility for your actions.**

# What's the application journey?

**We want you to show yourself at your best. Our application process lets you do that. There are small differences when applying, depending on what area you're applying for.**

**Everyone completes a short online application form, online tests and a video interview. For Internships and Graduate Programmes the final step is an Assessment Centre; and for apprentices the final step is a 1-to-1 video interview.**



## Graduate / Internships / Insight Weeks

- ☐ Step 1.  
Submit online application form.
- ✔ Step 2.  
Situational Judgement Test.
- ✔ Step 3.  
Logical and numerical reasoning test.
- 📺 Step 4.  
Video interview.
- 🖥️ Step 5.  
Assessment Centre  
(Graduate & Internship Programmes only).

## Apprenticeship

- ☐ Step 1.  
Submit online application form.
- ✔ Step 2.  
Complete online tests.
- 📺 Step 3.  
Video interview.
- Step 4.  
👤 Virtual 1-to-1 interview.



# How can I prepare for my online tests?

- ✓ **Make sure you have everything you need before starting, including some paper, a calculator and a stable internet connection.**
- ✓ **You can't really prepare for a SJT, 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 have applied for will help when completing the test.**
- ✓ **Read up on the tests and try some practice questions. Also talk to your careers advisor.**
- ✓ **During the test, don't spend too long on a particular question – work steadily through the questions as quickly and accurately as possible.**
- ✓ **If you're asked to do a numerical test we'll present you with data to analyse. If you don't use them in your work or studies, think about refreshing your memory on basic calculations like percentages and ratios.**
- ✓ **A Situational Judgement Test (SJT) presents you with real-life work situations to see if you share our values.**

# Video interview

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.**
- ✓ **Practice 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 and think of examples where you might have demonstrated these.**
- ✓ **To find out if you're a good fit for the job, 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.**



**Twitter –**  
**@NWG\_EarlyCareer**



**Facebook –**  
**@NatWestGroupEarlyCareers**



**LinkedIn –**  
**linkedin.com/company/natwest-**  
**group**



**YouTube –**  
**NatWest Group Jobs**



**Instagram –**  
**@natwestgroupearlycareers**



# 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 the video interview and at the assessment centre stage. 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.



### **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**

**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.**



### **RESULT**

**A positive outcome – just a few sentences.**



# Virtual assessment centre

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



# 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.
- ✓ It's best to stick with one concrete example per question. You could draw your examples from education, work, or other areas of life. Pick things you're proud of and passionate about. Practicing a few of these answers in advance is a good idea.
- ✓ 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!



# Social media

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.



[Twitter –](#)

[@NWG\\_EarlyCareer](#)



[Facebook –](#)

[@NatWestGroupEarlyCareers](#)



[LinkedIn –](#)

[linkedin.com/company/natwest-group](https://www.linkedin.com/company/natwest-group)



[YouTube –](#)

[NatWest Group Jobs](#)



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