

The world doesn't begin and end with higher education. It may seem that way when you leave school. But actually, thanks to initiatives like the RBS Workplace Services Academy, not going to university can be every bit as rewarding as choosing to pursue a degree.

After huge success with our first programme we have big ambitions for our next set of Academy trainees. We look forward to your new ideas, fresh thinking and enthusiasm. It will be a pleasure to watch you develop and work through our well balanced programme over a 2 year period. Throughout the Academy we'll help you reach your potential in an environment that will stretch you from day one.

If you're aged 17 or over and keen to take your first step on the career ladder, please take some time to read through the detail below and learn more about the RBS Workplace Services Academy.

Workplace Services provides safe, effective and comfortable working environments for our internal colleagues and all those serving our customers. Some of the services we are responsible for are: helpdesk services to fix things quickly and efficiently and building services such as cleaning, security, front of house, catering and vending.

Based in Edinburgh, the Workplace Services Academy provides a great opportunity to start your career with RBS by joining us on a 2-year development training programme. You will enjoy a structured training and development schedule, starting with an induction to RBS, followed by a series of "on-the-job" placements within a number of different areas of Workplace Services:- Workplace Services Helpdesk, Workplace Logistics, Workplace Services Supply Partners and the Facilities Management team.

In each role, you'll gain a wide range of knowledge and experience, giving you the ability to operate well in a professional environment and supporting the overall service delivery of Workplace Services.

Some of the great opportunities within the Academy are listed below:

- Providing flexible support across all areas during your placements.
- Building and maintaining close working relationships across WS and their suppliers and customers.
- Managing incoming calls from customers and suppliers, dealing with all requests within the agreed targets, prioritising and following up on requests as required.
- Dealing with general administration requests for the team.
- Developing a thorough understanding of the requirements, operating procedures and objectives of Workplace Services.
- Taking ownership for delivering actions within ongoing projects.
- Contribute to the continual improvement ethos, demonstrating a 'can do' attitude at all times.

## **Qualifications**

If you are interested in applying for one of these Trainee roles we would like you to have Standard Grade (or equivalent) English and Maths at Credit Level, plus an additional three Standard Grades in any subjects at Level 3, or above.