

Say **yes** to M&S

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# Introduction

Find out why there's never been  
a better time to say yes

These are exciting days at M&S. Retail's moving faster than ever, and so is our business. We're investing in smart technology and infrastructure to achieve our vision of becoming the world's most successful multi-channel retailer – rejuvenating our fashion lines and maintaining our reputation for great customer service while setting new standards in sustainability. Plus we're doing so in the ethical and honest way that's made us one of the most trusted names on the high street.

Saying yes to all of this will open the door on almost unlimited prospects. You'll discover a wealth of opportunities to make an impact on our business, from the products we offer customers to the channels they're sold through. Whether you're based in one of our stores or in Head Office, we'll support you on your journey with us, helping grow your skills and develop a bright, rewarding future.

*It's true. Amazing things really can happen when you say yes.*

Say  
yes  
to a world of opportunity

Spanning a diverse range of business areas, our **graduate schemes** are hard work, fast-paced and as challenging as they are exciting.

### Graduate Schemes

Spanning a diverse range of business areas, our graduate schemes are hard work, fast-paced and as challenging as they are exciting. Each is specially crafted to give you an excellent all-round understanding of how our business works, and allow you to move into an M&S role that could be the start of a long and successful career.

So, where would you like to begin? Although many of our applicants are attracted towards our Retail Management scheme, there are so many career launch-pads to consider: for tech-lovers there's IT Software, IT Business Analyst and M&S.com; for the creatively-minded there's Design and Marketing; for the organisers there's

Supply Chain and Merchandising; for the commercially-minded there's Buying and for the people-people there's HR – and it doesn't stop there.

Whichever scheme you say yes to, you'll find yourself working on different placements, experiencing all manner of roles within your business area. When your training ends, you'll be ready to step into your first big M&S management role – perhaps leading a team, or running an area of the business worth millions of pounds. How far you go after that is entirely up to you!

### Business Placements

It's not just graduates who can say yes to M&S. We also have a range of opportunities on offer for those of you still studying, who need to complete a work placement as part of your course.

Put simply, we think there's no better place to get retail experience than M&S – and others agree. Our business placements have even been given a Quality Mark by the National Council for Work Experience – an accolade that demonstrates the kind of quality you can expect when you choose M&S.

Something else you can expect on an M&S business placement is a highly competitive salary, along with real prospects. Do well during your placement and show the potential to go further, and you could be invited back to join our graduate scheme when you've finished your degree.

Now you've got the gist of what we offer, it's time to look at it all in a bit more depth.

# Say yes to getting an appetite for what we do

As we've already mentioned, M&S is the perfect place for those of you who are looking to gain experience in a fast-paced and modern retail environment. What's more, there's an excellent chance we've a business placement to suit you – whatever your degree type. Here's a quick rundown of each.

## Retail Management (12 months)

Based in one of our stores, you'll be getting your teeth into real projects from the moment you step through the door. You could be leading a seasonal launch, or figuring out a smart way to help us sell more sausages. Whatever amazing things you're up to, your performance will have a real impact on our business. That's why we'll make absolutely sure you're prepared, by showering you with all kinds of helpful workshops, coaching sessions and independent learning opportunities.

Impress us enough over the course of your placement, and you could find yourself landing a spot on our much sought-after graduate scheme.

## Human Resources (12 months)

On this placement, you'll get to experience different areas of our business, whether it's working with our regional HR Business Partners or collaborating with our specialist teams in London and Manchester.

It's a great insight into both the commercial and the people side of M&S – essential stuff if you're considering a glittering career in HR.

## M&S.com (12 months)

You know what a good shopping experience looks and feels like; what works well, and what doesn't. You like to think about how others shop online too; and you have ideas on how to improve the experience. This is your chance to help shape that experience for millions of people. We're looking for enthusiastic, super-skilled students to help us become one of the world's leading international, multi-channel retailers. Our aim is to offer our customers a seamless high-quality shopping experience across all our shopping channels.

So if you like putting your understanding of customers at the forefront of all your thinking, and also have a fascination with the latest digital technologies, then this just might be the perfect business placement for you.

## Food Technology (6 months)

Imagine spending six months creating, testing and (yes, let's be honest here) eating delicious M&S food. You'll work alongside our Food Technology experts, ensuring our products are of the highest quality and our supplier factories maintain the same standards too. We'll also give you a food business project to deliver.

As well as a passion for food, it would be great if you're studying for a food-related qualification; ideally, a scientific degree that covers microbiology. To further whet your appetite, following this placement, we'll help you secure a further six-month placement with one of our suppliers.

## Food Product Development (6 months)

This will see you working with a team of experts developing delicious new products that our customers will love, as well as improving the ones they already do. In a perfect world, you'll already be working your way towards gaining a food-related qualification.

At the end of this, we'll help you secure a further six-month placement with one of our suppliers.

## Buying (12 months)

You'll be at the forefront of our fashion business as part of our Buying team at our Head Office in Paddington, London. This is a golden opportunity to indulge your flair for fashion as

you seek out inspiration for our next collection. What's more, you'll get to work with some of our biggest and most popular brands from the smart cool of Limited menswear to the head turning Autograph collection.

Say yes to this scheme and we'll put your style sense and fashion-related degree to good use as you dress our customers from head to toe in the latest trends.

## Merchandising (12 months)

Making sure our customers can get precisely what they want, when they want it, is a key part of our retail operation. This is the task of our Merchandising teams. Join this dedicated team of professionals and you'll monitor store sales and review stock to make sure our most popular lines are always available.

Our Merchandising scheme is based at our Paddington Head Office in London and, ideally, you'll be studying an analytical, business or merchandising-related degree.

## Design – Clothing or Lingerie (12 months)

Our Design teams develop the quality, cutting edge clothing products that our customers just can't help but add to their wardrobes. You'll ideally be studying textiles, garment or lingerie/contour design. Once on board, you'll work alongside our people on a number of live projects; whether it's researching trends, materials and production techniques, refining existing designs or testing new ones.

If you're ready to say "yes" to learning more about our business placements, simply visit [www.marksandspencergrads.com](http://www.marksandspencergrads.com)

### Retail Management (9-12 months training)

**Like Andrew, choose Retail Management and you'll be working at the very forefront of M&S: right where the customer meets the brand and our people. Here, you'll find out what it's like to manage an entire department in one of our stores. You'll discover what it takes to lead a team, deal with challenging situations, handle a multi-million pound budget and get to grips with a multi-channel retail strategy – all at the same time, and with a keen eye on the long-term business goals.**

While that may sound a bit daunting at first, don't worry. We'll make sure you have all the structured training and development you need to make a roaring success of things. Plus you'll be able to learn on-the-job from masters of the game – our experienced managers and passionate colleagues.

Ultimately, we'll be training you up to move into a Commercial Manager role come the end of your scheme. To prepare for this, you'll complete a range of different placements in different areas of our stores, including Food, Clothing,

Home and Store Operations. You'll also spend time in HR learning about how we protect and support our people.

By the time you finish, you'll have the skills you need to take charge of a team of Section Managers, and run an area of the sales floor. In the longer term, there are all sorts of career paths you could follow – in Retail Management and in other areas of our business. Perhaps most exciting of all is that this isn't purely about store management: this is a scheme that will teach you everything there is to know about our hugely diverse customers and the multiple retail channels.

To find success on this scheme, you'll need to be a real people person. You'll also need to be a confident character with a passion for perfection, as you'll be engaging with customers as well as leading and inspiring a team. It's also important you can think on your feet – spotting where improvements can be made and then having the confidence and determination to make them happen.

Say yes to this role, and over time you could move to some impressive heights in your career.



I said  
yes

“Now I'm dealing with millions,  
and hundreds and thousands”

I said  
**yes**  
 “Now I’ve stocked up on  
 invaluable experience”

### **Buying (12–18 months training)**

**With suppliers that reach around the globe, you’re going to be sourcing the best new products and developing them until they’re ready to hit our stores – something that makes this a hugely exciting and popular graduate scheme.**

Based in our Head Office in Paddington, London, your day-to-day job will vary depending on which team you’re with. But it’s likely you’ll be involved in briefing designers, working with our suppliers, testing concepts and helping to launch new products.

We’ll train you on all the systems you’ll need to do your job. As for learning about being a Buyer, you’ll be taught

by the cream of the industry: our Buying team. After about 12 months of training, you’ll be offered an Assistant Buyer role. From there, you’ll take on more responsibility until you’re ready to become a fully-fledged Buyer, taking responsibility for a specific department.

Ideally you’ll have a fashion-related degree, though we will consider other courses if you’ve got retail buying experience. You’ll also need to be confident and organised – things can get hectic in Buying teams, especially just before a range launches!

### **Merchandising (12–18 months training)**

**As part of our Head Office team based in Paddington, London, you’ll work with one of our Merchandising teams, poring over sales and making sure stock ends up in the right place at the right time, ready for our customers to find in-store – a role vital to the success of our operations.**

After approximately 12 months of training, you’ll be ready to move into an Assistant Merchandiser role. From there, you’ll gradually take on more responsibility until you’re ready to be a fully-fledged Merchandiser, in charge of your own department.

A merchandising, analytical or business related degree is ideal for this scheme, although we’ll consider other courses as long as you have experience of retail. You’ll also need to be confident and organised – and as you’ll be dealing with suppliers regularly, you need to be good at getting on with people and explaining your thoughts clearly.

**If like Alice you've got a finger on the pulse of what's hot and what's not (as well as an eye for the next big thing), these are exactly the graduate schemes you'll want to find out more about.**

### **Design (18 month fixed-term contract)**

Our design teams work across all our product ranges. As one of the team, you'll be able to experience roles in both research and creative. You'll investigate new trends and materials, and design new products that could end up on our rails.

Working as a Graduate Assistant Designer, you'll enjoy plenty of responsibility – working either in the clothing or lingerie sections. You'll soon be confidently producing technical specifications, and you'll also have every opportunity to make your own creative mark on our ranges. Although based at our Head Office in Paddington, London, you'll have the chance to visit our supply base in the UK to see exactly how our clothes are made – something that will help you make lots of great contacts with suppliers.

Naturally, you'll need a design-related degree along with CAD skills and some experience using Photoshop and Illustrator. Oh – and you'll need a strong sense of style too.

### **Fabric Technology (12-18 months training)**

Join one of our Technology teams and you'll be making sure all our products live up to the high standards our customers love us for. Plus you'll be helping make the breakthroughs that give our garments the edge over the competition. From the magic of our Stay New™ fabrics that help reduce colour-fading and bobbling, to our Stormwear™ technology that enables wearers to steer clear of a soaking, we've got clothing rails full of innovation here at M&S as you'll quickly discover if you say yes to this scheme.

Combining fashion, quality and value is a tall order. However, with a textiles science, technology or material science related degree, and the collective talent and experience of our Fabric teams, Garment Technologists, Designers, Buyers and Merchandisers, you'll help us to deliver what our customers want time after time.

# I said yes

“Now I'm turning micro trends into the next big thing”



**When Kirsten said yes, she never imagined some of the amazing things she'd get up to with M&S food. From launching new products and processes to developing and refining existing ones, graduate schemes in this part of our business make for an appetising prospect.**

### Food Technology (up to 3 years' training)

As a Graduate Food Technologist, you'll spend up to three years in training at our Head Office in Paddington, London, learning on the job and training alongside our highly skilled Food Technical team. Food Technologists are the guardians of food product safety, quality and legality. Here, you will be given real responsibility from the day you join our team. From holding quality control panels, investigating customer complaints and attending new product trials at suppliers, no two days are the same.

### Food Buying (18-24 months training)

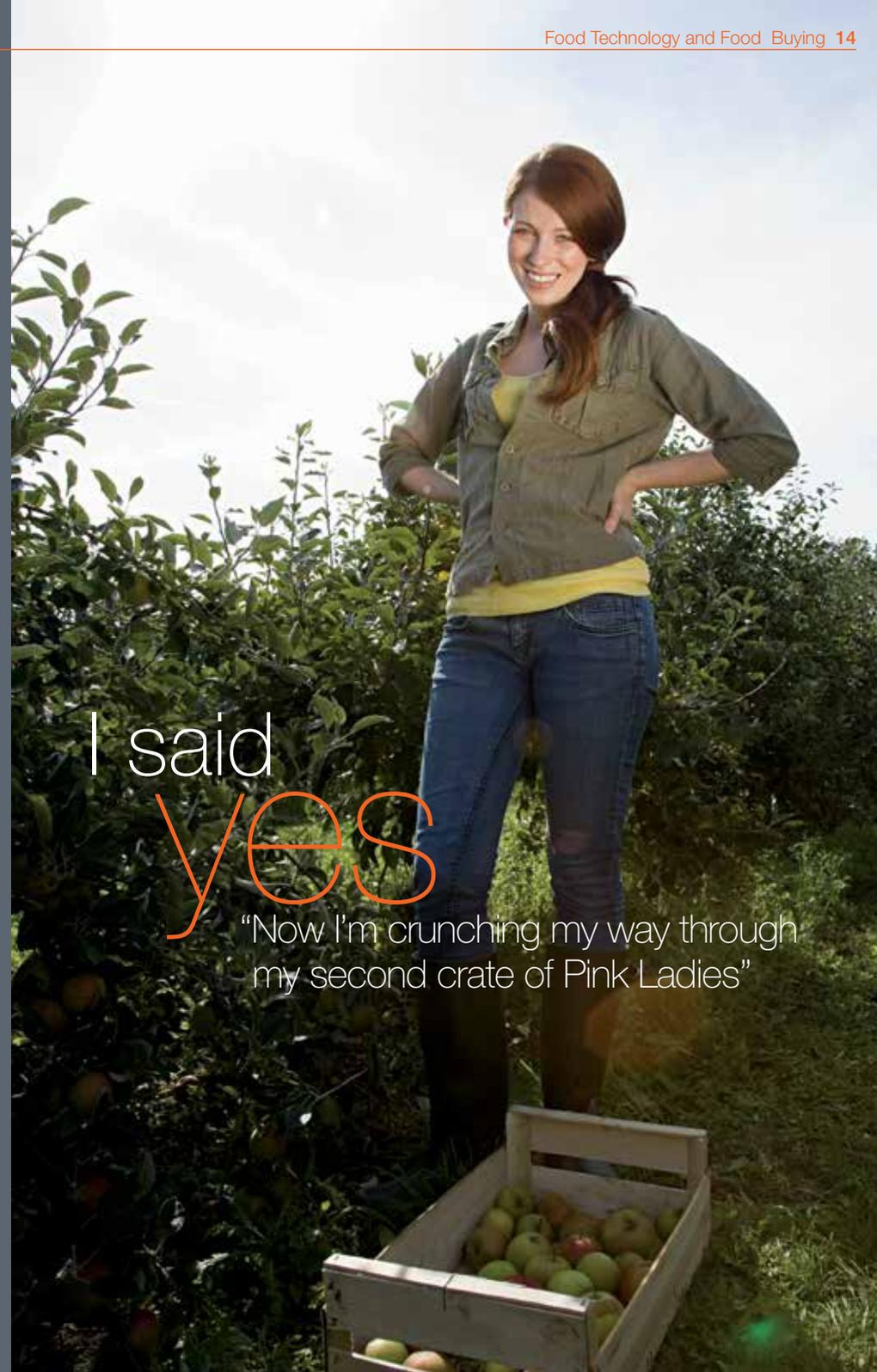
Join our expert team of Food Buyers and you'll get more than just a taste of what makes the famous M&S aisles such a mouth-watering prospect for millions of loyal customers. The fact is, you'll be one of those deciding what hits our shelves and sends sales soaring. We'll teach you everything there is to know about driving sales and market share through strategic buying and cost negotiation – all while helping you develop the skills to grow your career into something very special indeed.

Day-to-day you'll work closely with your buyer and product developer, to bring new products to life from their initial concept in the kitchen to full-scale production at our factories and, finally, to our customers in store. In addition, you'll be working alongside suppliers, building close relationships to guarantee high product quality and factory standards. Then, after around three years, you will have completed your training and go on to become a Food Technologist in one of our food areas.

To say yes to this scheme and to working in an industry leading team, you'll need a scientific or food related degree. You will also need to be proactive, a problem solver with excellent communication skills, and of course be passionate about high quality food.

In between identifying trends and spotting new buying opportunities, you'll work closely with our Food Technology and Development teams to keep our stores stocked with the finest food the high street has to offer. It's an exciting role, and one that will see you building our food ranges of the future.

Although some food experience would definitely be a plus, it's not essential – more important will be your analytical skills, commercial focus and talent for tickling customers' taste buds with the great deals you close.



I said  
yes

“Now I’m crunching my way through my second crate of Pink Ladies”

**Technology is changing the very face of how we do business, and that makes the following schemes some of the most exciting we have on offer. Just like Tara, you'll be able to put your mind to work tackling digital challenges of all kinds – all while building a career with great prospects.**

### **M&S.com (12 months training)**

If you love retail and thinking about what a customer wants and needs, and you also happen to have a fascination with the latest digital technologies, then this might just be the perfect graduate programme for you.

We'll take you on a journey to learn about the nuts and bolts behind digital channel shopping. You will work with different teams to explore new ways to make it even better. With the support of a Programme Manager, you'll work on real activities and projects, learning about M&S.com and the role our digital channels have in supporting the delivery of our overall business objectives. This is a live, large scale retail environment where you will be working alongside our Trading, Marketing, Development and Logistics teams to gain invaluable experience that will open up numerous future career options for you.

### **IT Business Analyst (12 months training)**

Interested in the business-side of technology? Congratulations, you've just found a scheme worth saying yes to. It's not a technical scheme though; it's more about learning how we use technology to support the business. First off, you'll be learning the role of a Business Analyst, helping translate real business problems into usable IT solutions. After that, you'll work with a host of different areas, like Infrastructure Support, System Architecture and Project Management.

You'll be working at two sites: Paddington in London, and Stockley Park, near Heathrow. Based within the Project Management team, you'll be learning more about the projects the IT Group are delivering to the business – from our website to our warehouses, to retail systems.

An IT degree isn't essential, but you will need to be interested in how businesses harness technology and innovation. You'll also need to be a logical thinker and inventive problem solver – particularly as you'll ideally go on to develop a pioneering career within our IT Group.

I said  
**yes**  
“Now I'm selling pixel loads of products”

### **IT Software Engineering (12 months training)**

Multi-channel retailing and new technology are at the heart of our strategy. This means you'll join one of the most exciting teams in our business – Digital Innovation and Delivery. Newly created, agile and driven by pioneering technology, this team is really transforming M&S.

Based at our Head Office in Paddington, London, you'll be part of a collaborative, cross-functional team, working to understand business needs and translating them into innovative technical solutions that deliver real value. As well as a handle on good design, development and testing practices, you'll gain insights into how technology can help make our business better, smarter and more effective.

So, if you've got a degree in a technology related subject, including coding, along with an interest in the latest developments in technology, then we've got .Net, C#, WPF, SQL, Java, HTML5, CSS, JavaScript and jQuery to sharpen your coding skills and emerging hardware galore: from Kinect and surface devices to multi-touch screens and digital signage. Plus all the support you need to develop within this fast-moving team.

### **Supply Chain (12 months training)**

Getting the right products to the right places at the right time may sound simple. But when you consider how many products, suppliers, stores and people we have, it suddenly becomes more complex.

You'll spend time in various areas seeing how all the pieces fit together, starting at our state-of-the-art distribution centre in Castle Donington. In each location, you'll learn about our different logistical systems and strategies, while helping us overcome different challenges – whether it's making sure our fresh food remains cool at all times or ensuring product availability.

You'll then be based at our Head Office in Paddington, London, but you'll also spend time with our suppliers and distribution centres getting stuck into live projects. To demonstrate your interest in this area, we'll be looking for a supply chain related logistics or engineering degree. At the end of the scheme, you'll have all the skills and experience to start developing your career in an engineering, operational or foods/general merchandising based role.

### Human Resources (18 months training)

Our HR team deal with the 'people' side of M&S: finding those unique individuals to join our teams, then making sure they stay efficient, content and well-supported while they're here. With our 18 month HR scheme, you'll learn all about this area of our business – in both our stores and Head Office.

You'll start the scheme in one of our stores working alongside our HR Business Partners, learning all about how M&S people are managed. You'll then go on to spend time with our HR centres of expertise within our London Head Office, working within specialist areas such as Recruitment, Reward or Learning & Development.

In addition to a HR or related degree, being able to communicate clearly is vital, whether that's in writing or verbally. And as you'll be working with people of all ages and backgrounds, you need to be a real people person. Ultimately, the scheme will give you an understanding of HR that's similar to the standards set out by the Chartered Institute of Personnel and Development (CIPD). Come the end of your scheme, you'll be appointed into a permanent role which could be based in any of the areas you've experienced over the 18 months, tailored to your experience and strengths.

### Marketing (18 months training)

The rise of M&S to the lofty height of Britain's favourite retailer isn't just down to excellent products, services and people. Part of the magic lies in our branding; not least of all in our eagerly-anticipated TV adverts.

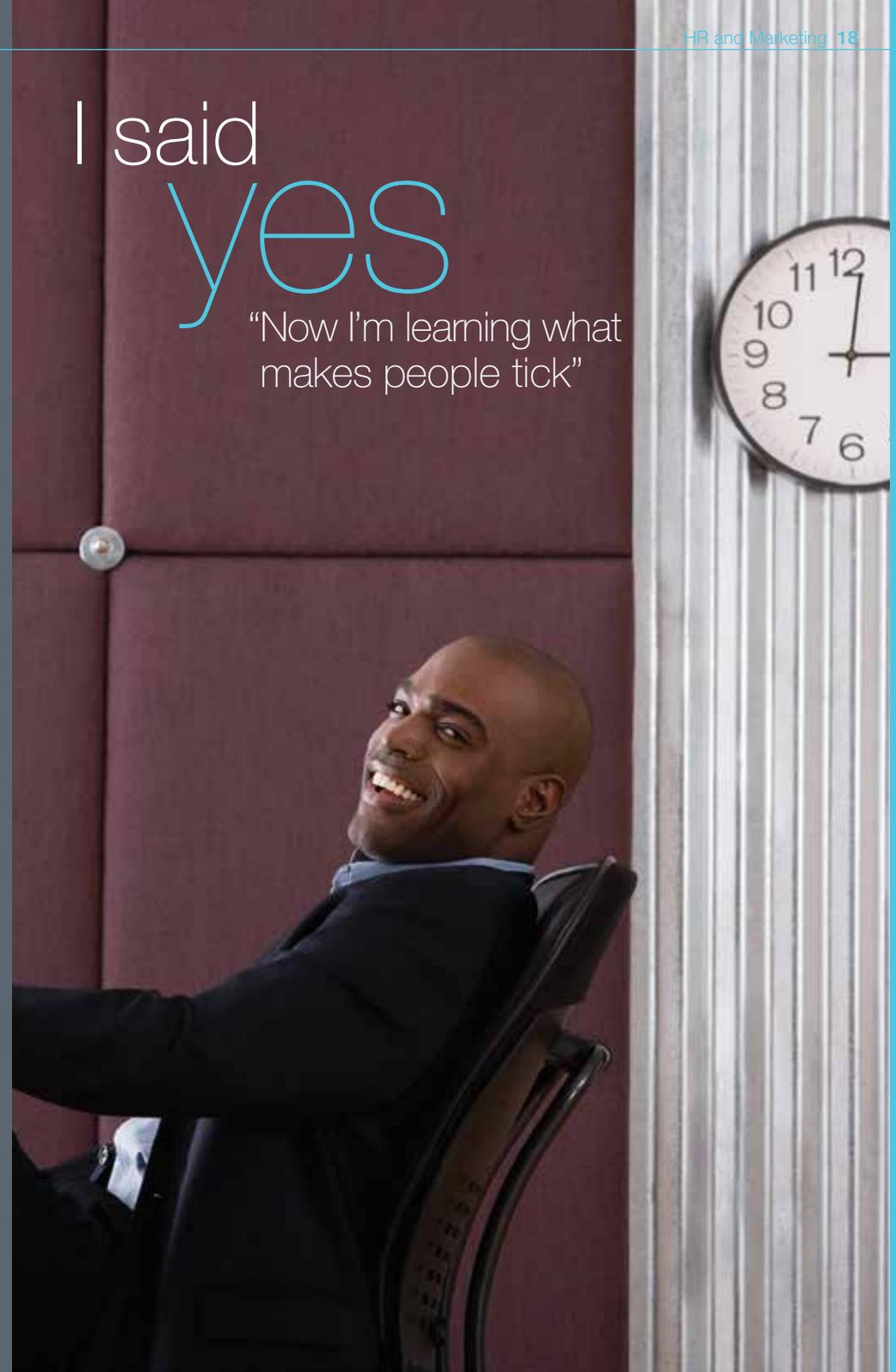
18 months in our London Head Office will arm you with the breadth of exposure to become an insightful and successful marketeer. Here, you'll get to experience the entire marketing mix through attachment in numerous departments. These include: the Customer Insight Unit, Design Studio, Brand Management and Product Presentation through to Relationship Marketing, International Marketing, Digital Marketing and Campaigns & Events.

At the end of the process, you'll be ready to join one of our Marketing teams. This will involve delivering on specific projects within your specialist area, as well as collaborating with the Marketing group and other teams within the business.

Ideally, you'll have a marketing or business-related degree. Similarly, you may have a degree in an analytical discipline. Whatever your academic background, if you have sales or marketing experience from extra-curricular activities or a part-time job, it will be a definite plus.

# I said yes

"Now I'm learning what makes people tick"



# Say yes

to doing the right thing,  
no matter what

M&S means something to everyone. It has done for generations. Now, with ambitious plans to become a truly international multi-channel retailer, we hope to be part of the lives of millions more people in the UK and abroad.

However, it's important that in doing so we don't lose sight of our values, or the ethical and transparent approach we take to doing business. You can read more about our values online, as well as find out about Plan A – the 180 point initiative that's helping our company and its customers combat climate change, reduce waste, use sustainable raw materials, trade ethically, and help our customers lead healthier lifestyles.

So we'll leave it at this. A role at M&S will see you surrounded by a diverse range of friendly, supportive people who all share a truly infectious enthusiasm for what they do. That, combined with our high standards of customer service, quality and innovation makes this one of the best possible places to start building your career. Of course, there's so much we could tell you about when it comes to what life's like at M&S – much more than we have space for here.

# Say yes

to big benefits – and  
a sizeable reward too

From competitive salaries to an annual share of our financial performance, who wouldn't say yes to a range of benefits as varied as ours? Although you can find the full details about everything we offer by visiting our website, we just couldn't resist giving you a quick taste of what's to come when you choose to join us here at M&S.

## Salary

Starting salaries range from £23,500-£28,000 for our graduate programmes and £17,500-£19,500 for our business placements, depending on your chosen scheme and location. On top of your salary, there are all sorts of benefits and perks for M&S graduates – our way of saying thank you for all your hard work.

## Bonus

Once you join us, you'll be eligible for our discretionary Annual Bonus Scheme, designed to reward our employees for the part they've played in our success with a share of our financial performance.

## Holidays

In your first year, you can take up to four weeks' holiday. You'll find your holiday allowance increases over time.

## Staff discounts

Within your first month, we'll give you an M&S discount card. This gets you – and your partner or a member of family at your address – 20% off M&S food, clothes and other items. If you're working in Retail Management, you'll also be able to buy up to six items of M&S workwear a month with a discount of up to 40%.

## Pensions

Nowadays, we're all aware of how important it is to save for our retirement. At M&S, we'd love to help you along the way. We offer a Defined Contribution plan to new employees, meaning when you pay into the plan, we will too.

## Sharesave

Sharesave is a fantastic way for you to save and share in the future success of M&S. By joining Sharesave, you can save any amount between £5 and £250 each month for three years, and at the end of that period you can get your money back or buy shares at an exclusive 20% discounted price, which is set at the start of the scheme.

As we mentioned, there's plenty more benefits that come with saying yes to M&S. Read all about them on

[www.marksandspencergrads.com](http://www.marksandspencergrads.com)

# Say yes

to getting in  
and getting on

We think the best way to learn is by doing. As one of our graduates, you'll be given real responsibility from day one. You'll be working on real projects, as well as coming up with new ways of doing things that will make a lasting difference to our business.

When you first start out with us, we'll make sure you receive a comprehensive introduction to our business. During this time, you'll get a basic overview of our business, along with all the information you need about your new role and life at M&S.

After you've settled in, it's time to start learning. To help you develop new skills, you'll enjoy structured training all the way through your chosen scheme. The training will come in many forms, including:

### Attachments

Here, you'll work closely with one of our established managers to build your operational awareness and experience in what it takes to lead a team.

### Workshops

This is a mixture of classroom learning and hands-on tasks. Some only last for 90 minutes; others could be a couple of days.

### Self-directed learning

We'll give you a set of workbooks covering the technical parts of your role, which you'll complete as part of your continuous development.

### Practical learning

This could be leading a project within your team, or researching new ways of doing things and putting your recommendations into practice.

Of course, this is just the tip of the iceberg. After you've said yes (and providing you're successful with your application) you'll discover the opportunities to learn and grow are almost endless at M&S.

Ready to say yes? If what you've read in this brochure has got you thinking about all the great prospects a future at M&S could hold in store, it's time to start thinking about getting your application in to us. There are three main stages to our application process – each of which is outlined below.

### Stage one: apply online

Get the show on the road by visiting [www.marksandspencergrads.com](http://www.marksandspencergrads.com) and completing an online application. Unless otherwise stated, the deadline for applications is 13th December for our Retail Management schemes and 6th December for all other schemes. Don't miss this date, or you'll have to wait another year before you can apply again.

After a short while, we'll be in touch to let you know whether you've successfully made it through to the next stage of the process.

### Stage two: come to an assessment centre

We'll get to know you better with things like group exercises, presentations, and an interview. This will take place in January, February or March – and there are plenty of tips on our website that will help increase the chances of us saying yes to you.

### Stage three: get an offer

We'll let you know by the end of March if there's a place waiting for you on one of our graduate schemes.

All in all, it's a simple process – impress us enough at each stage and you'll find it's M&S who are saying yes to you. From there, an exciting future awaits!

