

*Perfect* CAREERS

The Graduate Schemes

M&S

EST. 1884

# *Perfect* PRODUCTS *Perfect* CAREERS

## *Introduction*

Perfection is something which we strive for at M&S. You can find it in all of our stores and every aspect of our operations. You can see it in our exquisitely executed, expertly edited fashion collections; and taste it in our melt-in-the-mouth food ranges. You can feel it in every fibre of our fabrics and experience it through the warmth of our customer service. Perfection is what inspires us; and what our customers have come to expect. As a bright, talented graduate, we see no reason why you should settle for anything less. That's why we've created perfect careers with you in mind.

A growing, international retail business like ours can offer you virtually unlimited opportunities. So whether you want to pursue a career in retail management or specialise in one of the many Head Office disciplines that make our business tick, the perfect role is waiting for you here at M&S.

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## Graduate Schemes

Perfection doesn't just happen on its own. Everyone who works here has their part to play in making it happen. That's where our fast-paced graduate schemes come in. These have been designed to give you an insight into what drives our business and prepare you for management.

If you see your future in store, our Retail Management scheme is the place to start. Then there are our key store support function schemes: HR, Logistics and Supply Chain, Marketing and Property. Or, if you'd prefer to create what goes in our stores, you might like to explore Design, Product Technology, Buying, Merchandising, Food Technology or Food Buying.

### Our graduate schemes:

M&S.com  
IT Business Analyst  
Software Engineering  
Human Resources  
Retail Management  
Logistics and Supply Chain  
Marketing

Digital is not just a huge growth area for us; it's fundamental to our business strategy. Last year, visits to M&S.com via mobile were up by some 51%. As our customers' shopping habits continue to be influenced by advances in technology, the need to take the lead in this area is key. With this in mind, our Software Engineering, IT Business Analyst and M&S.com schemes are seen as crucial to our future.

Each scheme offers a mix of experiences that span a range of roles within your chosen area. By the end of your training, you'll be ready to take on a permanent, full-time role. In short, this will be the perfect start to your career with us.

Property  
Design  
Product Technology  
Buying  
Merchandising  
Food Technology  
Food Buying

## Business Placements

You don't have to wait to graduate to experience our dynamic business from the inside. If your course includes a work placement, we have a range of opportunities on offer. Our business placements have been awarded the Quality Mark for Work

Experience. So you can expect only the very best training when you join us. Not to mention an attractive salary and the kudos of having M&S on your CV. If you do well and show real potential, you could be invited back to join our graduate scheme.

### Our placements:

Retail Management  
Human Resources  
M&S.com  
Food Technology  
Food Product Development

## Internships

As well as business placements and graduate schemes, we run a series of internships that will give you a flavour of some key areas of our business. These vary depending on our requirements so keep checking our website to find the most up-to-date information.



# FOCUS ON DIGITAL

## Graduate Schemes

### *M&S.com*

#### **12 months' training**

Technology is transforming the way our customers shop. M&S.com is where we keep pace with this change. Basically, this is your chance to work on one of the biggest shop windows in retail. Millions of our customers choose to shop online – and this number is growing all the time. You'll help to bring ease, convenience, quality and innovation to their experience – because nothing less will do. This means getting to know our digital offering from the ground up. Reviewing and refining our site;

creating ingenious ways to make it work better; and keeping what our customers need front of mind will all be part of your role. To get you up to speed, you'll enjoy rotational placements – and responsibility on live projects – in four of our six key areas: Site Merchandising, Performance Marketing, Development, International, Operations and Publishing. It'll be hard work, but to help you along, you'll be allocated a 'Mentor' and a 'Buddy' for the year, along with a dedicated line manager.



ALL  
IN  
THE  
TIMING

*250,000  
users register in  
just four months.*

### The really rather handy Cook with M&S App

Food. Technology. Innovation. Three of our favourite things. We combined all of these with a liberal sprinkling of expertise and a penchant for giving our customers precisely what they need in a neat little cooking app. Initially launched for the iPhone and iPad, followed swiftly by Android devices, we then introduced an Apple Watch version. So now you can get the best of M&S – not to mention hundreds of delicious recipes – right there on your wrist. Handy.



### Who made it perfect?

Wearable tech is big business – and our **Software Engineers** were quick to catch on. None of this would've been possible without their digital ingenuity. Thanks must also go to our **IT Business Analysts** for laying the foundations for the business case – not to mention our **Food Buyers** and **Food Technologists** for creating the pitch-perfect content.

*Innovation*

*We've built our global,  
multi-channel retail  
success story by pushing  
boundaries, setting  
the agenda and finding  
new ways to delight  
our customers.*



## *IT Business Analyst*

### **12 months' training**

Technology drives what we do. As a Business Analyst, you'll learn about how we take the very latest IT innovations to tackle real-world business issues. This will see you working in areas like Infrastructure Support, System Architecture and Project Management, across two sites – Paddington, London and Stockley Park, near

Heathrow. You'll touch on IT projects for everything from our website and warehouses to retail systems. An IT degree isn't essential but you will need an interest in how technology and innovation underpin our business. We're looking for logical thinkers and inventive problem solvers; people with the potential to develop as part of our IT Group.

## *Software Engineering*

### **12 months' training**

This team is transforming how we do business. It will give you an insight into how pioneering technology and agile working methodologies combine to drive a world-class, multi-channel retailer. Understanding our business needs and objectives will be key in this role, as you'll be creating the innovative technical solutions that deliver them. To do so, you'll cover everything from good design and development to testing practices;

everything and anything, in fact, that will broaden and deepen your knowledge of how technology can help our business. We're looking for people with a technology-related degree that's covered coding, together with an interest in the latest developments in technology. You'll get to work with Java, .NET, Objective C, HTML5, CSS, JavaScript and jQuery, as well as emerging hardware – all as part of a supportive and fast-paced team.



# FOCUS ON BUSINESS AND RETAIL

## *Retail Management*

### **9-12 months' training**

Welcome to the frontline of retail. This is where we create the unique essence of M&S. This is where our customers get to experience our brand. This is where your commercial instincts and customer service talent will come to the fore. In our stores, you'll learn everything from managing a £multi-million budget to dealing with every manner of challenging situations. You'll also be inspiring your team and plenty more besides. Learning on the

job combined with structured training and development will enable you to enhance your array of talents, in areas including Food, Clothing, Home and Store Operations. A stint in HR will also help you understand how we protect and support our people. If you're a people person with real commercial savvy, attention to detail and the confidence to lead from the front, our stores offer a whole world of opportunity to develop and grow.

## *Human Resources*

### **18 months' training**

At M&S, Human Resources is so much more than having the right people in the right roles. As we expand, of course we're looking for world-class talent. But for a forward-thinking business like ours, we know we also need to instil a high-performance culture in a workforce that lives our values. This is so we can reach our goals of creating an agile, efficient, global organisation that's fit for the future; one that can respond to whatever our customers need.

Join us here and, over 18 months, you'll get to know us inside out. It starts with four months finding out about our retail business before

experiencing different areas to give you an idea of the challenges that HR has to resolve. This will mean getting involved in a live project that could be anything from implementing a new training scheme to trialling a reward policy. It'll be a steep learning curve but you'll have plenty of support from your colleagues, line manager and a dedicated 'Buddy'.

You'll need to be friendly, approachable and unafraid of hard work. And if your degree's given you an insight into what makes people tick, that'll be a real bonus.

## *Logistics and Supply Chain*

### **Up to 18 months' training**

The right products in the right places at the right time: that's the job of Logistics and Supply Chain. In one of the country's biggest multi-channel retail operations, this means you'll be on a massive learning curve. So as you spend time in our Food, General Merchandise and e-Commerce businesses, you'll develop a crucial understanding of how our business works. You'll also experience life at the sharp end at our state-of-the-art distribution

centre in Castle Donington – as well as at our Paddington Head Office and with our suppliers and 3PLs. This programme calls for a head for strategy, together with a supply chain, logistics or engineering-related degree. By the end of the scheme, you'll be ready to take on all the challenges involved in a large, complex business such as ours.

## *Marketing*

### **18 months' training**

Our brand is our business. As part of our expert Marketing Department, you'll nurture and protect it as it evolves. Over the course of 18 months, we'll equip you with everything you need to become a deft and talented marketer. During this time you'll get to experience our Customer Insight Unit; Design Studio; Brand Management and Product Presentation; Relationship Marketing; International

Marketing; Digital Marketing; and Campaigns and Events. By the end of it all, you'll be ready to focus on specific projects within your own specialist area as part of our Brand and Marketing team. Creativity, commercial savvy and a marketing, analytical or business-related degree are essential to open this particular door.

## *Property*

### **18 months' training**

We're one of the biggest names on the high street. So it should come as no surprise that we have one of the biggest store portfolios too. This represents one of the toughest and most interesting challenges in our business. From ensuring we're in the best location to new store openings, there is no end to the intricacies and considerations that comprise the work of our Property team.

The department focuses on three key areas: Property Planning, which plans, acquires and manages our store portfolio; Store Development, which oversees everything from fit outs to modernisations; and Facilities Management, which looks after the many and varied demands of operating and maintaining our estate. Whether you join our Property team in Location Planning or our Store Development team in Project Management, you'll rotate through each of these areas over a period of 18 months. This will give you the

broad-based exposure you'll need before going on to define the future locations of our stores or manage £multi-million construction projects. The expansion of our M&S Foodhall operation alone will give you plenty to put your talent to the test. What's more, you can expect to work alongside senior management, suppliers and contractors, and be supported along the way with our Property Learning Academy. So there'll be every opportunity to make the most of your outstanding communication skills, tenacity and analytical capabilities.

A real estate, property or construction-related degree is ideal, however we'll consider other analytical courses. By the end of the scheme, you'll understand the end-to-end property process, from acquiring and developing a site, through to operating and maintaining our estate.



# FOCUS ON CLOTHES AND HOME



## *Design*

### **12-18 months' training**

M&S is renowned for bringing the latest trends to the high street. Superbly executed and tailored to meet our customers' expectations, the journey of our clothing and lingerie ranges is absorbing and challenging. As a Graduate Assistant Designer, you'll get to experience both the research and creative process. Before long, you'll be producing your own technical specifications and could even

see your ideas feature in our collections. Building relationships with suppliers, understanding how our clothes are made and learning from our experienced teams will all be part and parcel of the scheme. In short, it's the ideal opportunity to make the most of your design-related degree and innate sense of style. CAD skills and familiarity with Photoshop and Illustrator are essential.

# Perfect PRODUCTS



## MUST-HAVE 70s SUEDE

### The must-have Autograph Suede Straight Skirt

Alexa Chung loved it. Olivia Palermo was papped wearing it. Grazia dubbed it the must-have buy of the season. Our seventies-style suede straight skirt caused quite a stir when it launched in spring 2015. Blogs were buzzing and fashion editors were falling over themselves to praise it. So just how did one simple item of clothing attract so much attention?

### Who made it perfect?

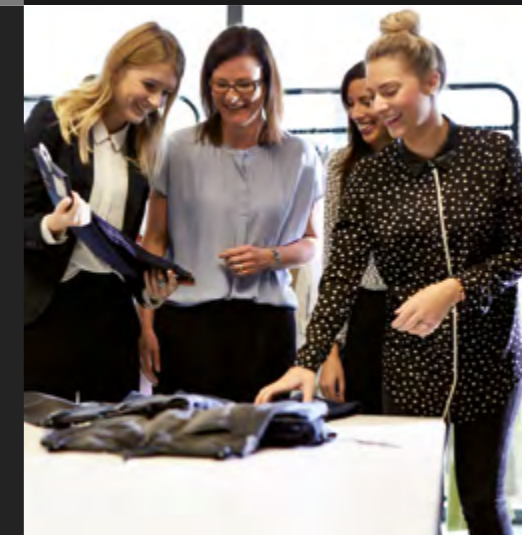
It all started with conversations between our **Buyers, Designers** and **Product Technologists**. For our talented in-house teams that work out what will sell and know just how to create the on-trend ranges our customers love, the skirt was just the latest in a long line of iconic pieces. But the story doesn't end there. Popular items such as these need to be available. This is where the analytical talents of our **Merchandisers** and efficiency of our **Logistics** operation came into play.



## In Touch

*Inspired a  
waiting list of  
thousands.*

*We wouldn't be where we  
are today without knowing  
what our customers want.  
The products we sell, source  
and create are designed to  
be completely in tune with  
their needs.*



## Product Technology

### 12–18 months' training

We pride ourselves on understanding our customers' needs at M&S. In the area of Product Technology, this has been the real driving force behind our ability to innovate like no other retailer. The first machine-washable suit was developed here; not to mention pioneering fabrics, such as Stay New™, which reduce colour fading and bobbling. We have created Insolia comfort footwear and Airwave seat pads for a sofa which retains its

comfort, year after year. Engineering sustainability into our products is also high priority for us in line with our Plan A strategy. Here, you'll learn how to combine practicality with creativity as you make the most of your product engineering, material science or textile technology-related degree. What's more, you'll be working with – and learning from – some of the most talented Designers, Buyers and Merchandisers that retail has to offer.



## Buying

### 12–18 months' training

As a retail business, our success comes down to what we sell. But what makes for the perfect M&S product? Our Buying scheme is your chance to find out. From briefing Designers and negotiating the best prices with our suppliers to trialling products and launching new ranges, this is a golden opportunity to help create the products that will keep us at the forefront of the retail industry. With this invaluable support, you'll be ready to take on an Assistant Buyer role after

12 to 18 months. From here, the sky is the limit as you take on increasing levels of responsibility until the day when you take on your own department. A fashion-related degree will give you an edge but we will consider other courses if you already have some retail buying experience. Confident, resourceful, creative and commercially astute, this is the ideal opportunity to develop your considerable talents.

## Merchandising

### 12–18 months' training

It's no good creating perfect products if our customers can't get their hands on them. You'll see to it that they can – at all times – as part of our Merchandising team. We'll give you a thorough grounding in this key area of our business. 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. Confident and organised, you'll be at home dealing with our suppliers, as well as presenting your thoughts clearly to other stakeholders across the business.



# FOCUS ON FOOD

## *Food Technology*

### **Up to 3 years' training**

Over the course of three years, you'll get to master all of the intricacies involved in food technology. This will enable you to ensure food product safety, legality and, of course, quality. With real responsibility from day one, you'll cover everything from quality control panels and customer complaints to new product trials at suppliers.

You'll also bring new products to market. Working alongside a Buyer and Product Developer, you'll

influence every stage of their development from concept to finished product. This means working alongside suppliers too, so you can oversee product quality and production standards.

After three years, you'll become a fully-fledged Food Technologist. To join us, you'll need a science or food-related degree and a genuine passion for creating innovative, high-quality food products.

## *Food Buying*

### **18-24 months' training**

Food doesn't come any more innovative than M&S food. So when you join our Food Buying scheme, we'll be putting our valuable reputation in your hands. There'll be a lot to learn; from driving sales and market share through to strategic buying and cost negotiation. But we'll make sure you're fully supported. What's more, you'll be learning from some of the best buyers in the industry.

Identifying trends and spotting new buying opportunities will feature prominently in your role. You'll also work closely with our Food Technology and Development teams to ensure only the very best products grace our shelves. Add the fact that you'll be creating our food ranges for the future and you can begin to see why this is the perfect challenge for your commercial and analytical talents.



# Perfect PRODUCTS

# YUMMY RUNNY SCOTCH EGG

## The yummy runny Gastropub Poached Scotch Egg

It's a simple pleasure. But slicing into an M&S Gastropub Runny Poached Scotch Egg and watching the perfectly golden contents ooze out is one to be savoured. It's yet another example of how our attention to detail and quest for excellence leads to the creation of the perfect product.

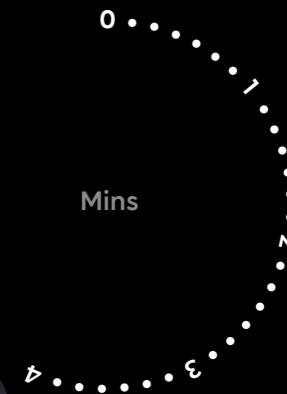
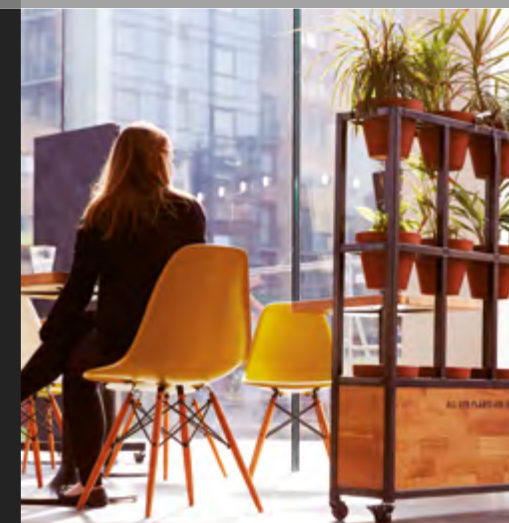
### Who made it perfect?

Conceived by our **Food Product Developer**, Matt Dawson, the ideal Scotch Egg was made possible using the complex sous vide technique. It was the product of a month-long collaboration between the **M&S Food Technology** team and the Pork Farms Group. But credit is also due to many other M&S specialists: **HR** for nurturing our people; **Buying** for negotiating the best price with our suppliers; **Marketing** for their perfect campaign to entice customers; and our **Retail Managers** for making it an in-store sensation.

## Inspiration

Scores a  
**Perfect 10**  
in consumer  
taste tests.

*Just where do all our ideas come from? We seek out and nurture the best and the brightest to keep our thinking fresh and our products desirable.*





# Business Placements

## *Retail Management*

### **12 months**

We expect our Retail Managers to hit the ground running. So expect to get involved in real projects from day one. This means you could find yourself supporting the launch of a new range or devising a strategy to drive sales for a particular product – anything and everything, in fact, that helps us

meet our sales targets and keeps our customers happy. Your role will have a genuine impact on our business. To ensure you're able to deliver, you'll get to learn on the job, as well as through workshops, coaching sessions and independent learning opportunities.

## *Human Resources*

### **12 months**

People are the heart and soul of M&S. This is your chance to get an insight into how we support, encourage and reward them. You'll get to experience various parts of our business – from working alongside our regional HR Business

Partners to learning from our specialist teams in London and Manchester. By the end of your placement, you'll have a good grasp of what makes our business tick and have the perfect grounding for your future career in HR.

## *M&S.com*

### **12 months**

This is your chance to make your mark in one of the most complex operations in retail. It's about making the M&S brand work as well online as it does in store. Ease, convenience, quality and innovation are the hallmarks of the M&S experience. You'll bring these – and much more besides – to the millions of online customers who visit our site. Your focus will be on continuously

improving our digital offering. This means reviewing and refining what we do as you play your part in maintaining our position as one of the world's leading international, multi-channel retailers. So if you know how to put customers first, and can combine this with an interest in the latest digital technologies, this could be the ideal business placement for you.

## *Food Technology*

### **6 months**

Indulging your passion for food and learning from industry experts is what's on offer here. It's a chance to put what you've learned on your degree course into action, as you help to deliver high-quality products and ensure our suppliers are equipped to meet our needs. Your focus will be on a food business project and you'll be

supported in delivering this by our dedicated team of Food Technologists. When you've completed your placement, we'll help you to secure a further six-month placement with one of our suppliers, so you'll get to experience the other side of our operations too.

## *Food Product Development*

### **6 months**

If you're passionate about food, then this is the role for you. You'll be working with our team of experts to develop delicious new products, as well as improving ones that are already a success. Over six months, you'll gain insight into how we take food trends and translate them into commercially

viable – and often first-to-market – products. At the end of this, we'll also help you secure a further six-month placement with one of our suppliers. As well as being a lover of food, in a perfect world, you'll already be working your way towards gaining a food-related qualification.



# Perfect PRODUCTS

## DAVID GANDY FOR AUTOGRAPH



### David Gandy for Autograph

The inspiration behind our products can come from anywhere. David Gandy's came from a pair of vintage hipsters and informed our successful underwear and clothing line collaboration. Comfort, premium materials and appealing to a broad demographic were just some of the guiding principles that informed the design. No detail was too small to overlook. Consequently, everything from the neck lines of t-shirts to the houndstooth detail on the waistband of underwear were carefully considered before production began.

## Integrity

### Who made it perfect?

It goes without saying that our **Design** teams played a central role in this latest celebrity collaboration. Safeguarding our reputation for quality fell to our **Fabric Technologists**, sourcing the perfect materials for maximum comfort. The range proved hugely popular with our customers. So thanks should also go to our **Marketing** team, **Retail Managers** and **M&S.com** for bringing our latest design classics to market.

Over  
**450,000**  
items sold.

*We are ethical, honest,  
open and fair; be this in  
our relationships with  
suppliers, the way we  
treat our customers or  
how we do business.*







## *Training*

Perfect careers start with the right preparation. Expect real responsibility from day one. Expect to work on real projects. Expect to be stretched and challenged as much as you're supported and nurtured. Expect to give your best, every step of the way.

Learning on the job will be a key part of your development. However, there'll be many other opportunities to learn and grow. When you join us, your comprehensive introduction to our business will equip you with everything you need to start as you mean to go on. This will be followed by 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.

## Rewards and benefits

Our careers come with a range of rewards that aim to make the whole experience as perfect as possible. Aside from the industry-leading training and support from expert colleagues, you can look forward to a comprehensive range of financial and lifestyle benefits.

### 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

When 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 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 rewards and benefits at [marksandspencergrads.com](http://marksandspencergrads.com)



## Application details

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 applying. There are four main stages to our application process – each of which is outlined below.

### Apply online

Start by completing your online application at [marksandspencergrads.com](http://marksandspencergrads.com). The deadline for applications is 11 December 2015 – unless otherwise stated.

Don't miss this date or you'll need to wait another year before you can apply again.

### Interview

After submitting your application, if you meet the criteria we're looking for then you'll have a video or telephone interview. Impress us and you'll then be invited to an assessment centre.

### 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.

### 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 yourself embarking on your perfect career journey. From there, an exciting future awaits!

Say *yes* to M&S

*Printed on unbleached paper from sustainable sources*



MIX  
Paper from  
responsible sources  
FSC® C001785

M&S

EST. 1884