



Graduate Trainee Administrator

Based in the City of London and remotely.

Starting salary £26,500 pa, increasing to £30,000 pa on completion of training

Plus £7.5% company pension contribution

The option to split your working week between working from home and in the London office after probation

Discretionary Bonus

Are you a graduate looking for a career in business?

We are looking for an enthusiastic graduate to join our training programme, which combines on the job training, with a number of the CISI's industry qualifications.

You will join our Customer Support Centre, based in the 'Walkie Talkie' building in the City of London. This department is the first point of contact for our customers, and you will be helping them, by telephone or email, with requests for information, membership, booking exams and other queries.

The training programme may take up to 2 years, and after you will have the opportunity to continue to gain skills and experience as you may move to a new role within the team, or another department, taking on more responsibility or undertaking project work.

You must be a self-starter with:

- ✓ A bachelor's degree or equivalent, minimum 2:2.
- ✓ Strong communication and interpersonal skills as trainees will communicate at all levels, speaking with clients over the phone and in person, and working with colleagues
- ✓ IT skills, including a good working knowledge of Excel and Word
- ✓ Good attention to detail and accuracy in your work
- ✓ Work or volunteering experience in a professional, office or customer service environment

We are looking for graduates who are:

- ✓ Highly motivated, adaptable and able to demonstrate a willingness to learn
- ✓ Self-assured, enthusiastic and a team player
- ✓ Able to demonstrate a track record of achievements, be it academic, sporting, personal or work related



We offer a competitive remuneration package, which includes:

- 7½% company pension contribution into a personal pension, in addition to your own contribution of 1½% via salary exchange
- Life insurance and income protection insurance
- A Wellness Allowance of up to £30 a month
- Travel & London office allowance after passing probation
- 26 days leave per annum (which includes three days at Christmas)
- The option to split your working week between working from home and in the London office after passing probation
- After one year's service, private medical insurance cover, and annual travel insurance cover

Please send your CV and availability to jobs@cisi.org

We value the contribution that employees with different views and experience bring to the Institute and are committed to promoting equality, inclusion and diversity. We hope to receive applications from a wide range of talented people irrespective of their race, religion or belief, gender, age, gender identity, neurodiversity, disability, sexual orientation, ethnic origin, political belief, social class, relationship status or caring responsibilities.

The Chartered Institute for Securities & Investment is the leading professional body for securities, investment, wealth and financial planning professionals. Formed in 1992 by London Stock Exchange practitioners, we have a global community, which aims to promote high standards of competence and integrity to more than 40,000 members in 116 countries. We are also the main examining body for the sector, offering our internationally recognised exams globally.

Its purpose is "[To champion lifelong learning and integrity, raising individual standards of knowledge, skills and behaviour globally to enhance public trust and confidence in financial services.](#)"

For more information on the CISI, please see our website at www.cisi.org