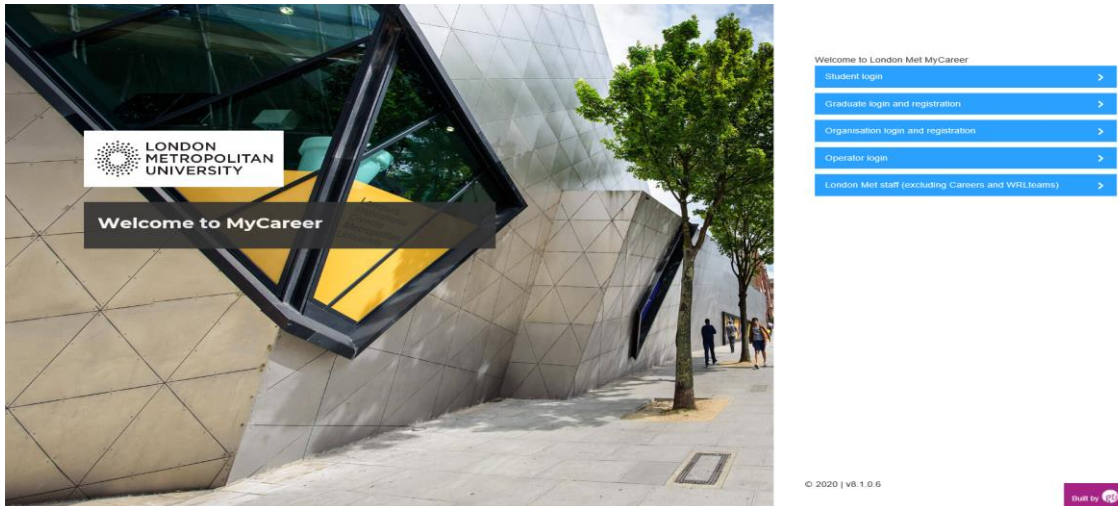


Vacancy search guide to [mycareer.londonmet.ac.uk](https://mycareer.londonmet.ac.uk) for London Metropolitan University current students and graduates



1. Please visit [mycareer.londonmet.ac.uk](https://mycareer.londonmet.ac.uk) and login.
  - **Current students:** you should click on “**Student login**” and use your university login details.
  - **Graduates:** you should click on “**Graduates login and registration**” and request access to our job portal. As soon as your registration is approved you will receive login instructions (i.e. setting up your password).
2. Please complete your **profile** (you can set up job alerts and receive vacancies matching your requirements by email).
3. **Vacancies advertised:** they include part time, full time, graduate, work placement and volunteering opportunities. You will also view the employer contact details to apply for the vacancy.
4. Please click on “**Search**” and select “**Vacancies**” from the drop-down menu.
5. Please select some of the “**Active filters**” listed below to refine your search.

Quick search	Vacancy type	Occupational areas
Locations	Salary	Posted on
Expires on	Country	

- You can start by selecting the “**Vacancy type**” (listed below) before choosing “**Occupational areas**” (job sectors) and the **location**.

Casual work	Full time	Graduate
Graduate internships	Graduate scheme	Part-time
Temporary	Training/Professional development	Volunteering partners
Work experience		

- You can also save your search(es). Please click on “**Save this search**” and your search will be saved in the “**Saved searches**” folder.
- Every advert has the same format than the one below. You will also find further information about how to apply for the vacancy.

**Customer Success Management Graduate Programme details**

Home > Search > Vacancies < Previous    Actions ▾

**Customer Success Management Graduate Programme**

**Duration**  
Two-Year Graduate Programme BT

**Role Profile:**  
This role is right at the centre of delivering high profile projects; projects which will help us to provide world-class customer service. Each rotation will last six months, allowing you to gain experience in each function with a different line manager before deciding where you can best influence our future.

As a graduate in our Design, Delivery & Service Operations Team you'll have the opportunity to experience customer facing rotations as a Service Transition Project Manager, directly deliver service improvements as a Customer Success Manager. Or you could be at the forefront of helping us identify how we can improve the service we offer customers as a Business Analysis & Improvement Graduate.

You could be involved in complex transition and transformation activities, improving service design, delivering new services to a customer, process transformation or providing customers with customer service support

There are lots of ways to develop in this role and the experience and exposure will allow you to develop a great breadth of knowledge. Throughout your rotations you'll also learn many new skills, and you'll be given a mix of face-to-face, financial and commercial awareness training.

**Locations**  
London and Leeds. Some locations are more popular than others, so if you're invited to an assessment centre and your preference is no longer available we'll talk you through your options.

**Entry Requirements**  
A 2:1 or a 2:2 with a postgraduate qualification.

**Starting Salary**

**Vacancy Provided By**

**Application details**

✓ APPLY NOW

**Application website:** [> Apply](#)

**Application closing date:** 31-août-2020

**Posting expiry date:** 31-août-2020

**Fact file**

Ask a question about this Vacancy

**Organisation** [> BT](#)

**Reference ID:** JE89

**Vacancy type:** Graduate scheme

**Occupational areas:** Management and business

**Salary range:** £25,001 - £30,000

## 6. “Actions” button

- To save a vacancy, please click on the job title to view the full details of the opportunity.
- Click on “**Actions**” and select “**Save**” from the drop-down menu.
- Your advert will be saved in the “**My saved vacancies**” folder.

## 7. Further information

- If you require further information, please contact us:

Email: [jobshop@londonmet.ac.uk](mailto:jobshop@londonmet.ac.uk) .