The bank of tomorrow delivered today.
Be the brains behind it.
Barclays Operations
Graduate and undergraduate opportunities

joinus.barclays
Welcome to the team that makes a whole bank tick

Managing and drawing insights from data to make smarter decisions. Developing innovative, efficient and tech-enabled processes that redefine the way we work. All driven by a passion for delivering an outstanding customer experience. That’s Operations in a nutshell.

Join as a graduate or intern, and you’ll work on projects that affect all areas of the bank – influencing everything from major global deals to key moments in our clients’ and customers’ lives. So it’s no exaggeration that your impact will be felt across the whole of Barclays.
Who we are

“"I’m working on a project for continuous improvement, where our aim is to try to raise 2020 new ideas by 2020. We encourage people to think of new ways to make our business better, implement them, complete them – and in seven months, we’ve already saved the business £90,000.”

Stephanie
Graduate Business Manager, Global Payments

Who we are

Founded in 1690, Barclays is older than the Bank of England, would you believe? Yet we’ve always been ahead of the times. From pioneering international trade finance and large-scale branch banking in over 30 countries, to launching the UK’s first cash machine, we’ve set the pace in the financial services industry.

And we have no intention of slowing down.

Game-changing ideas are the lifeblood of Barclays, and they can be sparked by absolutely anyone here. So you’ll be in good company – not just because our people are incredibly talented, but because we share the same values of Respect, Integrity, Service, Excellence and Stewardship.

It means we move as one team, and always pursue ‘better’. Better solutions. Better opportunities. For our graduates and interns, this all adds up to rewarding, challenging and flourishing careers.

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Stephanie
Graduate Business Manager, Global Payments
“Your personal ambitions are always recognised. My team saw that I wanted to progress and take on more responsibility – within five months I was encouraged to move up into a more deputy-type role.”

Chris
Graduate Asset Finance Case Manager

Where we are

Our graduate programmes and spring or summer internships are based in Glasgow, Manchester and Northampton. Take a look at our website for the latest opportunities: joinus.barclays
What we do

No banking service happens by magic. But that’s how we’d like it to feel for our customers. For every transaction, payment and trade – we’re central to making it all happen.

What does that mean in the real world? It means a couple gets their first mortgage. A business agrees the asset financing for a new fleet of vehicles. A credit card is paid off after a family holiday. All this happening at once, every minute of the day. So in Operations, you’ll be right at the heart of Barclays.

Whether you’re a graduate or an intern, you’ll join as an Operations Analyst and turn our treasure trove of data into useful, meaningful information. In fact, your data-driven observations could completely transform how we do things and the way the market works.

Imagine being able to make transaction times near instantaneous for customers. Or spotting a pattern that influences our decision-making in a £multimillion deal. And helping to raise debt financing so a university can build new sports facilities. That’s the kind of impact you’ll have here.

Opportunities

When you join us, you’ll work across three key areas: Barclays Corporate and Investment Bank, Barclays UK, and Cards and Payments. You’ll get involved in so many different projects that affect all areas of the bank; and gain a unique insight of what goes into efficient, painless processing – whether that’s for investment transactions or personal credit cards.

Barclays Corporate and Investment Bank

Here’s where you’ll provide the power behind one of the world’s top ten corporate and investment banks. Our Operations teams here – including Global Market Operations and Corporate Operations – enable key processes for corporate clients, governments and financial institutions, as well as offering utility services across the Barclays group.

Barclays UK

Spanning from Personal Banking to Business Banking to Wealth, our Barclays UK team support a huge range of customer groups. Work here, and you’ll influence how we do things, the technology we use and what we offer our customers and clients, from everyday banking right up to wealth management for high-net worth individuals.

Cards and Payments

Making it even easier for people to buy and sell things is this team’s purpose. And it’s where you’ll work on processes and systems that set the pace in this fast-moving world – whether that’s for someone tapping their contactless card or a global company selling their wares.

“...We always act with integrity. So when we spot a problem, we’ll make people aware then go in and fix it. After all, we're advocates for our customers; and we want to give them the best possible experience.”

Blake Graduate Business Analyst
So, you know exactly what we do and where you could fit in. Now’s the time to learn more about life at Barclays.

We look after our people
Work-life balance is important to us. It’s why, with our flexible working policies, we make sure that your job and home life don’t have to fight it out. We’ve also created an inclusive workplace, where people feel accepted and respected for who they are.

We share the same values
Our values – Respect, Integrity, Service, Excellence and Stewardship – will make for an inspiring backdrop to your career. An environment that will bring out the best in you, and empower you to realise your ideas.

We make a positive contribution
We focus on doing things that are good for our customers, good for Barclays and good for society – like our Digital Eagles and LifeSkills initiatives. We’re proud to help people develop vital skills for employment, make it easier to access financial services and fund solutions to global challenges.

“…the sheer range of things that attracted me to Operations. There’s also a lot of support and flexibility here – I can work from home or in other locations. As long as you’re doing your job, the bank’s view is that you can work anywhere.”

Paul
Global Head, Wholesale Lending
Learning and Development

We won’t throw you in the deep end on your first day. Instead, you’ll have a week learning about life in Operations. And it’s not just sitting there, watching presentations for five days. You’ll be up and about, getting involved in immersive and interactive activities that really shed light on what we do. What better way to kickstart your career with us?

Beyond your first week, we won’t leave you to fend for yourself. Our well-structured Learning and Development Programme will help you from the moment you arrive, right through to your next big steps.

We’re moving away from formal classroom arrangements towards more social and experiential environments that encourage innovative thinking. Simply put, we’re making your learning more focused around you. So whatever you need to progress, we’ll be there to take you further than ever before.

To explore our Learning and Development tool, please visit joinus.barclays/eme/learning-development

“Every single transaction that you look at will be different, so even once you’ve got a good understanding, there’s still never going to come a point when you’ll stop learning.”

Linda
Senior Manager,
Trade and Working Capital Operations
Why us?

“...condition that’s caused the loss of my central vision. It means I can’t read normal-sized print and signs, or recognise people. Barclays have been fantastic at making adjustments to help me get on with doing my job the best I can.

I’ve got a much bigger computer screen on a monitor arm, so I can zoom into my display or move it closer. I’ve also got large print stickers on my keyboard to help me type. It’s just little things that actually make a huge difference to me.”

Sophie
Graduate scheme

Diversity and Inclusion

Our people bring unique talents, backgrounds and perspectives. It’s what our success depends on. That’s why having an inclusive environment where individuals can be themselves is so important. And why we’ve built our culture on nurturing and empowering everyone at Barclays.

What’s more, we recognise the power of embracing difference. It fuels change, and levels the playing field for all. To us, it means creating opportunities – not just for the bank, but for our teams, clients and the communities we serve.

We focus on five key areas: Disability; Gender; LGBTQ+; Multicultural; and Multigenerational.

Disability
Our commitment to supporting those with a disability or health condition will never falter. In fact, we’ve won awards for our positive approach to disability and we strive to do even more. We’ll always make sure people have everything they need to excel with us, both during the recruitment process and in the workplace, by providing support and adjustments when needed.

Gender
We have one of the best women’s networks in the UK. And that’s all down to our passion and drive to engage people across Barclays to attract, retain and boost the development of talented women. But what sets us apart is a combination of many things. Such as championing events like International Women’s Day, the HeForShe campaign and our Global Women in Leadership Conference. And bringing in external speakers including Helen Pankhurst, Samantha Cameron and Mary Baker. Not to mention our own incredible development, wellbeing and citizenship events. Ultimately, we support women of all ages and at all stages of their career, and value the support of our male colleagues to encourage gender equality.

LGBTQ+
At Barclays, we support all colleagues across the broad spectrum of sexuality and gender identity. We celebrate the diversity of the LGBTQ+ community, and have created an inclusive work environment where colleagues feel confident and respected for who they are. Outside of the office, we’ve been a headline sponsor of Pride in London for five years running. In the UK, we’re also included in a special group of eight companies that sit above Stonewall’s Top 100 Employers.

Multicultural
We’re proud to support a workforce that brings together a rich kaleidoscope of nationalities, cultures, religions and backgrounds. It means we’re able to better reflect the communities we serve and truly understand what matters most to our clients around the world. Our own multicultural network, Embrace, helps to create a sense of belonging and inclusiveness across Barclays – while empowering people to develop their careers. It gives access to things like leadership training, mentoring and breakfast sessions with senior leaders (to name a few).

Multigenerational
We want to make sure people from all generations, and at all life stages, feel welcome and supported at Barclays. It’s why we provide the tools and programmes to help people achieve their ideal work-life balance, while still providing excellent career development opportunities.
What we look for

“Personally, I don’t have a financial background, so I’m fairly new to banking. In fact, this is my first job, and I’ve been at Barclays for three years. Every year that I’ve been here though, I’ve moved up and taken on a bigger role.”

Rachel
Graduate Analyst, Large Holding Reporting Team

We welcome people with degrees in any subject. Because in an ever-evolving world like ours, we know the importance of having different interests and skills.

But there are a few specific things we look for in Operations:

• You’re not just customer-driven but customer-obsessed: you’ll want to make our processes better for the end user

• You’re tech savvy, hunting out what’s new on the market and how it can improve what you do

• You adapt to change – in fact, you push for it

• You’re not just customer-driven but customer-obsessed: you’ll want to make our processes better for the end user

• You’re a curious, creative disruptor: you’re not content with the status quo if there’s a way to do it better

• You’re happy talking to anyone – turning complex data into easily understood insights.

Across Barclays, you’ll also find we share a lot of common traits. You might just recognise yourself in a few of these:

Agile learner
Show us throughout the process that you’re hungry to learn more, adapting what you know to new situations and gaining in-depth knowledge of our business.

Relationship navigator
Demonstrate that you want to make lasting relationships across teams, businesses and geographic areas. That you’re comfortable calling on others for help and collaboration.

Team collaborator
Show us how you thrive on achieving goals through teamwork. How you can lead others, make valid contributions and leverage your group’s collective expertise and skills.

Resilient performer
Demonstrate that you can work under pressure. That you’re determined and get things done. That you’re able to balance competing priorities and aren’t phased by challenges or changes.

Critical analyst
Show us how you analyse and interpret problems and complex information, using the breadth of your thinking to reach your conclusions.

Numerical interpreter
Demonstrate that you can understand the story behind facts and figures. How you apply your numerical skills to solve a problem, and use numerical data to build a narrative and understand a subject.

Rachel
Graduate Analyst, Large Holding Reporting Team
How to apply

Apply now

The first step, whether you’re interested in a graduate role or an internship, is to head over to our website for all the latest opportunities. Remember, applications are considered on a rolling basis, so make sure to apply early to avoid disappointment.

The process is pretty straightforward, and it’s the same for both graduates and undergraduates. There are three stages to successfully complete:

1. Business Insight Stage 1
   A video-based, multiple-choice exercise designed to assess your strengths, values and cognitive abilities. It’s not timed, but generally takes around 35-40 minutes.

2. Business Insight Stage 2
   This is based on a more detailed business scenario with questions and tasks that will help us determine how you work and what motivates you. It shouldn’t take more than 45 minutes.

3. Assessment Centre
   You’re almost there. Taking around 90 minutes, we’ll look at how you embody our values and assess your strengths when faced with an Operations-specific scenario.

Once you’ve completed everything, it’s decision time for us. If we make you an offer, congratulations! But if we can’t take you on this time, we’ll give you plenty of constructive feedback to help you find your perfect role.

Hints and tips

We’re keen to see you at your best, so here are a few hints and tips to help you prepare:

Think about what drives you
As well as your achievements, we want to hear about what you love to do and what drives you – even if you haven’t had much experience of it. So think about what you really enjoy doing, and why you’re passionate about Barclays and the role itself.

Be ready for questions
We’ll ask you a variety of questions, some of them a little different to what you might have found elsewhere. So make sure you’ve done your research on us and the role you’re interested in, as we may ask how you feel about taking on specific challenges.

Listen to your brief
There are no hidden surprises to our exercises. At every step, you’ll have a very clear brief to help you. Pay attention here, and you’ll find the perfect guidance to get started, even if you don’t have experience of the task.

Show us the real you
The whole application process is a chance to get to know more about the company and the role. If you enjoy the experience, then chances are you’ll also enjoy the role with us. At the same time, if you relax and show us what motivates you, it helps us to work out where you’d be best suited.

“It’s inspiring to see industry progression and young women actively wanting to make a change. I’m confident that I have everything I need to achieve my career goals. And that my gender isn’t a barrier—I have just as much skill and ability as anyone else.”

Amanda
Intern, Banking
So that’s it. A taste of the world where your career could flourish. Question is, what do you think?

Explore more at joinus.barclays