



This job description outlines some of the responsibilities a graduate may undertake on the **Business Management Graduate Programme**. These duties are not expected from day one; they reflect the skills and experience graduates will develop and demonstrate throughout the programme.

Job Overview

Location of role: Reading, London. Flexibility will be required and travel across other Centrica locations is likely

Full time: 37 hours per week

The Business Management Graduate Programme is a structured two-year programme consisting of three rotations, providing broad exposure to the core of our operations. Graduates will support strategic initiatives, commercial performance and operational improvements across a range of business units.

Graduates will work in high-impact areas and contribute to Centrica's goals around Net Zero, customer experience, digital transformation and business growth.

Key Accountabilities

- Lead a team of customer-facing problem solvers or engineers, where appropriate to the placement.
- Lead or support the end-to-end delivery of initiatives, including product launches, marketing campaigns, operational improvements and transformation programmes.
- Use tools such as Excel and Power BI to analyse performance, generate insights and inform strategic and operational decision-making.
- Collaborate with internal teams, external partners and key stakeholders to achieve business objectives.
- Identify inefficiencies and propose solutions that improve customer and colleague experiences.
- Contribute to pricing models, proposition development and performance tracking across products and services.
- Help shape and deliver strategies that improve customer journeys and digital engagement.

Key Competencies/Core Capabilities required to perform the role

- Commercial awareness and strategic thinking
- Analytical and data visualisation skills
- Project and change management
- Communication and presentation skills
- Agile working and adaptability
- Stakeholder management and collaboration
- Innovation and problem-solving

Key Stakeholders

Stakeholders will vary depending on the placement. Graduates may work with cross-functional teams including Marketing, Sales, Digital, Finance, Product, Field Operations, Legal and Compliance, and senior leaders across Centrica's business units. Engagement may take place through Microsoft Teams, email, meetings and face-to-face events.

Education and Certifications required to perform the role

- Degree level: 2:1, or 2:2 when combined with a Master's degree
- No prior full-time work experience is required.

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