1. **Why I am interested in this role:**

* offers a wide range of opportunities to learn and develop technology skills through rotations.
* The program focuses on building a broad skillset in areas such as architecture, design, testing, and operations, and allows the opportunity to make a real contribution to the company's customers by creating customer-centric products and services.
* Additionally, the company is undergoing a digital transformation and is looking for individuals with a passion for technology and the ability to translate complex ideas to customers.
* The role also offers training and support for those without a computer science background.
* I am excited at the opportunity to learn from and be mentored by diverse and talented professionals.

1. **Why I want to work for BP:**

* BT Group is a well-established and reputable company with a long history of innovation(started in 1846) . As a person with a passion for technology I believe joining BT would provide an opportunity to be a part of creating platforms, products and services that will empower people, businesses, and governments, and developing technologies for the future.
* BT is a global company with diverse operations and a strong commitment to being responsible, diversity and inclusion, sustainability. The company values different backgrounds and encourages employees to be themselves.
* It also offers opportunities for career development and exploration including the ability to work on projects that address important global issues such as cybersecurity and the climate emergency.
* The role will be a good fit for me as I am looking for a dynamic and forward-thinking company with a strong sense of purpose.

1. **What do I know about BT as a business**

* BT group is a multinational telecommunication holding company with diverse operations across 4 brands- EE, BT, PlusNet and Openreach.
  + **BT**- flagship business brand serving commercial and public sector customers both in the UK and internationally. Critical national telecommunications provider underpinning vital public services.
  + **EE**- flagship consumer brand. Runs the UK’s biggest and fastest mobile network. Offering 4G in more places than any other UK network. Was the first to launch 4G in the UK (2012) and was also the first to launch 5G in 2019. Also provides home and business broadband. As at May 2022, EE had expanded its 5G network to more than 50% of the UK population and was the first network to do so.
  + **PlusNet**- value brand providing basic no-frills broadband, landline, and mobile services to customers.
  + **Openreach**- infrastructure brand of the group. Responsible for building and maintaining the infrastructure necessary to connect homes, businesses, governments across the UK.
* Its principal activities in the UK include the provision of fixed voice, mobile, broadband and TV (including Sport) and a range of products and services over converged fixed and mobile networks to consumer, business and public sector customers.

* For its global customers, BT provides managed services, security and network and IT infrastructure services to support their operations all over the world.
* It is a well-established business and has been connecting people for over 170 years with a strong commitment to diversity and inclusion partnering with many top-notch organizations to achieve this.
* BT Group operates as a single business made of different organizational units.
  + **BT Consumer**- customer facing line of business focused on working in harmony to provide broadband, home phone, mobile and entertainment services- including sport, tv and gaming. Three Brands sit in this division BT, EE and Plusnet.
  + **BT Means Business-** combination of BT Global and BT Enterprise which were the UK and international B2B focused units respectively. A B2B focused telecoms and technology business providing products and services such as connectivity and unified communications, multi-cloud networking, and advanced security solutions.
  + **OpenReach-** is an independently governed, wholly owned subsidiary, which wholesales fixed access infrastructure services to its customers - over 650 communication providers across the UK.

Supported by:

* + **BT Internal Network Units-** responsible for designing, building and running the networks and technology platforms that BT, and our customers, rely on.
  + **BT Internal Digital Unit-** responsible for leading BT’s digital transformation, delivering brilliant customer experiences and creating the innovative products and services our customers need. Digital’s role is to drive all elements of that equation, from digital innovation through platform delivery and product development, and to do so with absolute focus on our customers. Whether it’s creating services like connected care solutions that help you track your loved ones’ wellbeing, or security apps that guard against cyber-attacks, Digital is about leading BT’s digital transformation, driving service innovation and delivering the products and services our customers need to support their own goals fast, and at scale.

1. **BT Key Projects:**
   1. **Fibre-to-the-Premises(FTTP)**- Bringing Ultrafast full Fibre broadband to the whole of the Uk through OpenReach.
      1. plan to deliver Ultrafast full Fibre Broadband to 25 million homes and businesses by December 2026, if the right investment conditions are in place.
      2. Our plans support the Government’s ambition of making Gigabit capable broadband available to more than 85% of the country.
      3. As at June 2022, 8m+ premises passed with full fibre.
   2. **BT Group Manifesto:** accelerating growth through responsible, inclusive and sustainable tech. This will help to achieve purpose and the BT ambition**.**

**Responsible:**

* Invest in new growth tech that will help us live and work better- launched the Digital Unit to fast-track innovations in growth areas like healthcare, data and AI.
* Apply responsible tech principles across BT’s full value chain- refreshed ethics code to include commitment on responsible tech and human rights (**Being Trusted- our code**).
* Partner to build a diverse talent pipeline to drive the UK’s digital economy and growth

**Inclusivity:**

* target is to help 25m people improve their digital skills by the end of March 2026. Already reach 14.7m people with digital skills support since 2014/13
* Build a diverse and inclusive workforce through diversity and inclusion targets.

**Sustainability:**

* Net zero business by 31 March 2031 for our own emissions and 31 March 2041 for supply chain and customer emissions.
* By embracing new technologies such as full fibre, 5G, cloud computing and IoT, we will help customers avoid 60m tonnes of carbon emissions by 2030.
* Contributing to a circular econonmy by reducing waste and enhancing opportunities to repair, refurbish and recycle. Target to become a fully circular economy by the end of March 2040.

1. **BT’s unique assets:** 
   1. **Leading Networks-** operates the UK’s biggest fixed and mobile networks. Our fixed access network has unparalleled reach with connections available to more than 31m premises. Building the largest full fibre network faster than all other major players. Our 4G network already reaches 99% of the UK population and we now have over 50% population coverage with our new 5G network.
   2. **Large Customer Base-** Openreach is the largest fixed access wholesale network in the UK and serves 690 CPs. The collective scale of our EE, BT and Plusnet brands means that we serve over 45% of UK households. Our Global and Enterprise units work with over 1.2m customers including global and multinational businesses, 76 of FTSE 100 companies, and over 11,300 large businesses and public sector organisations in the UK as well as our SME and SoHo customer bases.
   3. **Colleagues and Local presence.** Our group is made up of around 100,000 colleagues. In the UK we have the biggest retail footprint of any connectivity provider.
   4. **Well-established and trusted brands**
   5. **Strong Partner and supplier relationships**: E.g Openreach has deep partnerships with Communication providers (CPs). Sky can use their own engineers to connect their customers to full fibre network.
   6. **Research and Development and Innovation Capabilities**.
   7. **Rich data assets.**
2. **Key Trends influencing BT:**
   1. **Growing Demand for connectivity-** behavioral changes since the pandemic show that always on connectivity and greater data consumption are in demand.
   2. **Availability of next generation network connectivity-** 5G, full fibre broadband.
   3. **Digitalization and shifting to cloud- cloud computing, AI and machine learning continue to evolve**
   4. **Connected devices, machines and sensors and edge computing.**
   5. **Data privacy and cyber security**
   6. **Caring about societal and environmental impacts**
   7. **Competitive markets**
3. **BT’ Competitors in the UK telecommunications market:**
   1. Virgin Media
   2. TalkTalk
   3. Vodafone
   4. Sky

Globally:

* 1. Telefonica
  2. Vodafone
  3. Orange

1. **Challenges BT Group is facing**:

**Competition:** Increasing and intense competition from both traditional telecom operators and new market entrants such as alternative network providers(altnets) is a challenge for BT Group. As connectivity and digital service markets more closely intertwine, we face a wider set of competitors –including non-traditional digital and

big tech players.

**Regulation:** The telecommunications industry is heavily regulated, which can increase costs and limit the company's ability to innovate.

**Declining revenue from traditional services:** The decline of traditional voice and data services, as well as the commoditization of broadband, is putting pressure on BT Group's revenue.

**Investing in new technologies:** BT Group must invest heavily in new technologies such as 5G and fiber optic networks to remain competitive.

Managing complex network infrastructure: BT Group has a large and complex network infrastructure, which can be difficult and costly to manage and maintain.

Cybersecurity: The increasing threat of cyber-attacks is a major challenge for the company, as it must invest in security measures to protect its customers and networks.

**Macroeconomic environment:** The past two years has seen unprecedented levels of economic uncertainty. The pandemic disrupted economies across the world and political tensions add further uncertainty. Inflation, supply chain disruptions, rising interest rates and depressed levels of business investment continue to impact our business and our customers.

1. **Strategy**
   1. **Purpose:** We connect for good.
   2. **2030 Ambition:** To be the world’s most trusted connector of people, devices, and machines by 2030.
   3. **BT Values:**

* **Personal:** We come across as human and show our customers that we understand and care. We always:
  + Own the outcome
  + Stay curious and open to learn
  + Treat others as they'd like to be treated
* **Simple:** We're straightforward, easy to deal with and make complex things clear. We always:
  + Keep moving at speed
  + Choose straightforward
  + Make things easy for customers
* **Brilliant:** We lead the way in creating new things. And whatever we do, we do it really well. We always:
  + Put teamwork first
  + Think big and bold
  + Fearlessly push for the highest standards

**Being Trusted- our code: helps to do the right thing.**

* We support, respect, and appreciate each other
* We always put wellbeing and safety first
* We create standout customer experiences
* We keep information safe
* We are trusted with our finances
* We compete to win fairly
* We don’t cut corners
* We take a responsible approach to tech
* We love our planet
* We speak up
  1. **Strategy:**
     1. **Build the strongest foundations**- We’re investing in the best converged network. ‘Best’ means reliable new full fibre and 5G networks, with the broadest reach and enhanced network capabilities. These will give our customers superior connectivity experiences. We’re creating a simpler, more efficient, and dynamic BT Group. We’re simplifying our product portfolio and processes and modernising our digital and network technology. We want to be easier to work with, deliver more efficiently and be more responsive to customers’ needs.
     2. **Create Standout Customer Experiences-** providing outstanding customer service, creating smarter, differentiated solutions and outcomes for customers.
     3. **Lead the way to a bright and sustainable future**: positioning corporate portfolio for growth, exploring new tech-driven growth engines, creating a responsible, inclusive and sustainable business, building trusted partnering relationships with stakeholders.

1. **Areas of Improvement:**

**Customer service**: BT Group has faced criticism for its customer service in recent years, and can improve in this area by providing more efficient and effective support to its customers.

**Network reliability**: Improving network reliability and reducing downtime can help increase customer satisfaction and reduce costs for the company.

**Innovation:** BT Group can focus on developing new and innovative products and services to stay ahead of the competition and address changing customer needs.

**Cost efficiency:** The company can continue to focus on reducing costs and increasing efficiency, particularly in areas such as network maintenance and customer service.

**Data privacy and security:** BT Group can improve in protecting customer data and ensuring the security of its networks, especially with the increasing threat of cyber-attacks.

**Sustainability:** BT Group can focus on reducing its carbon footprint and improving its sustainability, which can help the company appeal to customers who prioritize environmental concerns.

1. **What are my strengths:**

* **Technical Proficiency**- I am proficient in the use of various digital technologies and software programs.
* **Adaptability:** I am familiar with constantly evolving technology and can adapt quickly to new tools and platforms.
* **Creative problem-solving:** I have a strong ability to leverage my understanding of technology to find innovative solutions to problems.
* **Excellent Communication skills** in digital environments including online collaboration.
* **Entrepreneurial mindset-** I am comfortable taking risks and pursuing new opportunities in the digital space**.**
* **Data analysis:** I have learnt how to use data to make informed decisions.
* **Strong Learning capabilities**: The ability to learn new programming languages, technologies, and frameworks quickly and efficiently.
* **Strong analytical and critical thinking skills:** Being able to analyze complex situations and make decisions based on facts and data.

1. **How I align with the values of BT Group**

* enjoy learning and are driven to excel in my career.
* I am proactive and resourceful in my approach and willing to engage with a wide variety of sources to improve my knowledge and drive for development.
* I am enthusiastic about any work I undertake and keen to deliver the highest standards.
* I listen well, value honesty and care about others, qualities which I believe enable me to go further for customers.
* I value diverse perspectives too, enjoying learning about people’s different needs and championing innovative ideas that could deliver better results.

1. **What motivates you?**

What motivates me is the opportunity to make a positive impact, both in my work and in the world. I have a strong desire to learn and grow, and I am always seeking new challenges and opportunities to improve my skills and knowledge. I am motivated by the sense of purpose that comes from doing work that I care about and making a difference in people's lives. Additionally, I value a supportive and collaborative work environment where I can work with others to achieve our common goals.

1. **What are my weaknesses:**

**Narrow focus on technology:** I have noticed that over the past few years I have had a strong focus on technology and would need to broaden my knowledge and experience in other areas to be well-rounded professional. Which is essential to why I looking to work in a business that affords me the opportunity to develop stronger interpersonal and communication skills in different settings.

1. **Can you give an example of a time when you went above and beyond to provide excellent customer service?"**

**S**: At my previous job as a legal practitioner, a client came to me with an issue regarding a dispute They were upset and frustrated and had already been bounced around by multiple law firms without resolution because they could not afford to pay legal fees.

**T**: I listened to their concerns and asked questions to better understand the situation.

**A**: I took the initiative to advocate that the firm takes on at least one brief per year without charging legal fees as part of its CSR starting with this client.

**R**: The customer was extremely grateful as we were able to resolve the dispute at no cost.

1. **How do you stay current with the latest technological developments and advancements in your field?**

I have a strong passion for technology and always strive to stay current with the latest developments in my field. I regularly attend industry conferences, such as the AWS Summit, London Tech Week, to network with other professionals and learn about the latest trends and advancements. I also subscribe to several business and technology-focused publications, such as WIRED, Bloomberg News, Tech Crunch, MIT Tech Review and follow industry leaders on LinkedIn and Twitter to stay up to date on their insights and perspectives. I also take online courses and attend workshops to continue developing my skills. By staying current with technology, I am better equipped to deliver innovative solutions and stay ahead of the curve in my field.

1. **What technology have I learnt recently and why?**

Recently, I learnt about Looker, a data analytics and business intelligence platform. I decided to learn Looker because I wanted to improve my data analysis skills and stay current with industry trends. I found Looker to be an intuitive and user-friendly platform that allows for data exploration, analysis, and visualization in real-time., I have already applied Looker in a personal project to analyze customer data on overdraft portfolio during the pandemic. This helped me to identify the trend and make recommendations. Overall, learning Looker has been a valuable investment in my professional development and I look forward to using my analytical skills to support more data-driven projects in the future."

1. **Tell me about a time you drove a project**

Situation: One of my courses during my MSc program was to develop a software Engineering project as a group using agile methodology.

Task: We decided to build a click and collect web application for a local bakery.

Action: I led the group as a scrum master to achieve our goals in each sprint. I organized the team to determine milestones for the project and a realistic schedule. We split the work into sprints depending on the backlog items we were ready to execute. I organized our formal scrum meetings as well as informal sessions to help us work through issues as a team when they occur. I ensured all events took place and were positive, productive and within established timelines.

Result: At the end of each sprint, we came together to combine and roll up our project into our group report and demo. Our group report and product demo earned us an A.

1. **Tell me about a time you worked as a part of a team:**

Situation: In my previous role as a legal practitioner, we were briefed by a new client to advise them on a commercial dispute.

Task: Each member of the team was assigned documents relating to the dispute to review.

Action: I reviewed the documents assigned to me and consulted with my team members on their findings. I had the idea to pursue a narrow line of argument. I researched this idea thoroughly before presenting it to my teammates. They agreed to go with my idea, and we drew up a strategy for the client.

Result: The client was very happy with our work as they were able to settle the dispute and my team earned a bonus.

1. **Tell about a challenge you faced and how you overcame it/ Time I had to take on additional responsibility:**

Situation: In my previous job, a colleague fell ill and was unable to continue the contract she was working on, which had a tight deadline.

Task: My boss asked me to take on the task.

Action: To be able to deliver the project on time, I delegated some of my usual tasks to colleagues and organized and held meetings with people who had been involved with the contract previously. This allowed me to gather as much information as I could to prepare. I worked hard and was able to deliver the contract on time.

Result: The client was very happy with our service.

1. **How do you ensure that technical information is communicated clearly and effectively to non-technical stakeholders?**

I ensure that technical information is communicated clearly and effectively to non-technical stakeholders by tailoring my approach based on the specific audience and their level of technical understanding. I use clear and simple language to explain technical concepts, avoiding jargon or technical terms that may not be familiar to the non-technical stakeholders. Additionally, I use visual aids, such as diagrams, flowcharts, or presentations, to help explain technical information in a more accessible and engaging way. For example, when working on a project to scale a web application, I created a visual diagram that clearly showed how the different kinds of architecture that could be adopted. This helped the non-technical stakeholders to better understand the project and make informed decisions.

1. **Can you describe a situation in which you identified a business opportunity and took steps to capitalize on it?**

At my previous role working as a legal practitioner for a law firm. I noticed that there were a lot of Nigerian tech startups requiring legal advisory particularly regarding funding. I saw an opportunity to expand our service offerings to meet these new demands. I drove a project to research and analysis to identify the potential client base, their needs and preferences, and developed a plan to get new clients. This involved working closely with our practice manager. We successfully launched our startup advisory service which increased our revenue and brand awareness.

1. **How do you identify areas for personal and professional growth and take steps to continuously develop your skills and abilities?**

I am self-aware and regularly assess my strengths and weakness to identify areas for improvement. For example, I recently realized that I needed to improve my data analysis skills, so I took a course and developed a personal project to practice and improve. My approach to development includes attending training, seeking feedback from my colleagues, and seeking out new challenges that push me outside of my comfort zone. I am committed to growing and improving, and I stay motivated by setting achievable goals and regularly assessing my progress.

1. **How do I adapt to changing circumstances and new information in a fast-paced work environment?**

I thrive in fast-paced work environments, and I have a strong ability to adapt to changing circumstances and new information. My approach is to stay proactive, stay informed, and take things one step at a time. For example, when I was working as a legal practitioner and the scope of a contract changed unexpectedly, I quickly assessed the new circumstances, regrouped with my team, and developed a revised contract to meet the new instructions. I believe that having a positive attitude, being flexible, and remaining focused on my goals are key to being able to adapt and succeed in fast-paced environments."

1. **Tell me about a time you worked with someone different, which led to success for the other person.**

I once worked with a cross functional team on a complex project where the financial advisory colleague had a very different work style than mine. Despite these differences, I was able to adapt my communication and approach to ensure that we were able to work effectively together. I made an effort to understand their perspective and preferred working methods, and was able to modify my own approach accordingly. This led to a successful outcome for the project and the team, and my colleague in particular was able to achieve their goals. This experience showed me the importance of being flexible and adaptable, and the value of being able to work effectively with people from diverse backgrounds.

1. **When have you had to challenge unacceptable behavior?**

I once had to challenge a colleague behavior that I felt was unprofessional to a client’s request. I value respect and care for customer’s needs. I discussed with the colleague privately about their behavior and its impact. They agreed and made changes to their behavior. I think it is important to stand up for what I believe is right even in difficult situations.

1. **When have you had to achieve a difficult task or goal?**

I once had to lead a team to deliver on a statement of case in a dispute with a tight deadline. It involved complex legal research and drafting. I engaged with the team to prioritize the most important legal issues that were sure to advance our client’s case. I also sought out creative arguments in response to the other party’s own arguments and kept the team motivated and focused on the end goal. We delivered on time and even won the case exceeding the client’s expectations.

1. **Tell me about a time you made a mistake/ When you received negative feedback?**

I once made a mistake in a presentation I was giving to a client, where I misquoted some information. The mistake was brought to my attention immediately, and I realized that I had failed to double-check my sources. I immediately took responsibility for the mistake and expressed my regret to the client. From this experience, I learned the importance of double-checking information and being meticulous in my work. I now take extra care to verify my data and ensure that I am providing accurate information to my clients. This experience has helped me to grow and develop my attention to detail, and I am committed to avoiding similar mistakes in the future."

1. **Tell me about a time you failed to deliver?**

I once failed to deliver on a task because I underestimated the complexity of the work. It impacted my ability to meet a deadline. I took responsibility for the failure and expressed my regret to my boss. I learnt the importance of thoroughly assessing a task and accurately assessing the time required. I now take extra care to ensure I have a clear understanding of the requirements and I am providing realistic estimates for my work.

1. **When I had to overcome a setback:**

I once faced a setback while leading a team on a project. One of our key team members unexpectedly resigned, leaving a critical gap in our skills and knowledge. Initially, I felt frustrated and overwhelmed, but I quickly refocused and developed a plan to overcome the setback. I reallocated the team's responsibilities, reached out to external resources for support, and communicated regularly with the team to keep them motivated and engaged. Through hard work and collaboration, we were able to deliver the project on time and to a high standard. The experience taught me the importance of adapting to changing circumstances, seeking help when needed, and maintaining a positive attitude in the face of adversity. I gained valuable experience in crisis management and team leadership, and I am better equipped to overcome future setbacks.

1. **What to do if a manager gives me a task I don’t like**

I will strive to complete it to the best of my ability while maintaining a positive attitude making sure to clarify any unclear aspect of the task to ensure full understanding. If there reasons why I may not be able to complete the task, I will respectfully discuss this with the manager and propose alternative solutions.

1. What Strength do I offer to other during periods of change?

"I believe I offer a combination of adaptability and positive energy to others during periods of change I always approach challenges with a can-do attitude and a willingness to embrace new opportunities.

One of my key strengths is my ability to adapt quickly to new situations. I have a flexible mindset and am comfortable stepping outside of my comfort zone to tackle new challenges. This allows me to quickly get up to speed in new environments and make valuable contributions to the team.

In addition, I have strong communication skills, which are essential during periods of change. I make sure to actively listen to others and communicate clearly and effectively to ensure that everyone is on the same page and working towards the same goal.

Finally, I have a natural talent for building strong relationships and fostering a positive work environment. I believe that a positive and supportive atmosphere can help mitigate the stress and uncertainty that often accompany periods of change.

Overall, I believe that my adaptability, positive energy, and strong communication and relationship-building skills make me an asset to any team during periods of change."

**Questions:**

1. What are the career progression opportunities after the programme is completed?
2. Can you tell me more about the Data Technology and Innovation division where this role is based?
3. What is the company culture and work-life balance at FCA.