Marcus Spencer, 23

Graduate Analyst, Fixed Income

" I want to complete the training as soon as possible so that I can properly join my team and start working on existing client accounts. But I can only do the training modules when I am in the office. And because I am very busy during the day, I have to stay late or come in at the weekend to get it done. "

Education

BA, Economics & Sociology
University of Manchester

Biography

Marcus Spencer has just joined the company on a one year graduate scheme contract. His undergraduate dissertation explored the implications of poor retirement planning amongst the "baby boomer" generation. He previously worked as a cashier at a local grocery store and as an administrative assistant at his parents' furniture company.

Key Statistics

2 years of experience working as an administrative assistant

11 months until final appraisal to determine if he will be given a permanent contract

12 number of graduates given permanent contracts in 2016

19 total number of new employees hired as part of the graduate scheme

Digital Literacy

Digital Confidence

Usual Work Pattern

In-office, at a desk
Monday to Friday, 8AM - 6PM

Modes of Transportation

Goals & Motivations

Client account work: cannot work on client accounts until all company-mandated training modules have been completed and verified by line manager

Positive appraisal: wants to demonstrate his ability to manage existing client accounts, which will help him secure a permanent role at the end of his contract

Needs

- Flexible training platform that allows for anytime and anywhere learning, not just in the office
- Notifications about new training requirements
- Ability to email line manager and office mentor once training has been completed

Frustrations & Pain Points

- Must be in the office to do training
- Difficult to share training results with line manager
- Had to repeat two modules due to system glitches