

LOOK TO THE HORIZON.

Serco commits to good management.



LEADING OUTSOURCED SERVICES PROVIDER.



HUGELY DIVERSE OPERATIONS ACROSS MULTIPLE INDUSTRIES.



MANAGEMENT AND LEADERSHIP DEVELOPMENT IS A PRIORITY.



CMI PRODUCT CHARTERED MANAGER DEGREE APPRENTICESHIP

Serco supports governments and organisations around the world, across multiple sectors to deliver essential public services. Serco is an organisation that takes its skills and development programmes seriously.

Flexible and robust

“Serco is passionate about nurturing new talent and investing in our people – supporting those who want to learn whilst working,” says Melanie Nicholson, Director of Skills at Serco.

Speaking on behalf of Serco UK, she highlighted that the service company is a very diverse organisation that works across several sectors and multiple functions.

Their presence across so many sectors means that Serco’s training and development programme needs to be flexible, yet robust.

What apprenticeships bring

This need for flexibility and versatility is what has encouraged Serco to embed apprenticeship programmes across the business and to act as the lead employer on the development of the CMDA, working with a group of likeminded employers and universities. This qualification will enable employers to attract a wider range of individuals to the business.

“An important aspect to these qualifications is that they can be offered to new employees entering work for the

first time and can also be offered to upskill our existing employees” adds Nicholson.

Benefits for business

Quality of leadership has direct business benefits for Serco, and their commitment to enhancing their leaders’ skills brings results.

“The CMDA offers employers a way to develop their people, improve their business and also support the wider UK economy” continues Nicholson.

“Apprentices have made an active choice to pursue ‘on the job’ learning and are committed to their chosen career. Investing in them now will reap rewards for the future as we grow our own new talent, equipped with skills that are tailored to match the specific requirements of our business.”

Their development opportunities also bring an additional benefit to employee retention, “We see this as an effective way of keeping really good managers within Serco,” says Nicholson, “and enable them to use their competency and skills across the different divisions we operate. Apprenticeships offer significant benefits to both employees and employers.”

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