

The one who's not afraid to push themselves

1

Coach and develop yourself and others



Have you pushed yourself to achieve things that go above and beyond?



Have you ever changed the way you did something after getting feedback?



You're the kind of person who always wants to improve. So you'll be able to show us how much you've done to develop yourself – and to help others do better too. Think about the things you've done well and not so well. And tell us about the times you've given other people constructive feedback that made a difference. Skills like these could come from a whole host of different areas. You might have mentored a child at a local school. Or helped a friend to learn something new, like playing the guitar. Maybe you've set yourself standards that go above and beyond the demands of your course or part-time job. Whatever the case, you'll be passionate about development – and able to prove it.

Have you taken the time to feedback to others?



Have you developed new skills outside of your degree?



Have you had work experience or done voluntary work?



The one who's happy to speak up

Wherever you join us, you'll be working closely with all sorts of people. So you'll need to be able to get your point across and bring others round to your way of thinking. And you should be just as happy to listen to others' ideas and opinions. You'll have no problem expressing

yourself clearly both face to face and in writing (so make sure your application form is 100% accurate). But more than that, you'll have had the confidence to present to an audience. Or you'll have written a document that made good things happen. You might have persuaded an organisation to sponsor a sports team. Or been the representative for your course. What's important is that you have plenty of examples to draw on – and that you know how to bring those examples to life for us.

Have you made something simple for others to follow?

Have you presented on your course or to a club or society?

Have you used your powers of persuasion to get funding or agreement for a proposal?

2

Communicate with impact and empathy

Have you written speeches, manifestos or business cases?

Have you ever spoken in front of an audience?

Can you think of a time when you made a point of taking on board different opinions?

The one who goes that bit further

Like to keep coming up with new ways of doing things? Good. At PwC you'll benefit from our commitment to life-long learning – as long as you're always ready to learn, share and innovate, whether you're on a training course, collaborating with colleagues or coming up with ideas. And that means we'll want to know how you do those things now. So tell us how you've made the most of different opportunities to learn – especially those that fall outside your course. You might have passed on your know-how to people you worked with. Or suggested a way to make something more efficient. Perhaps you came up with an idea for a new kind of fundraising event. Or took up an evening class. And the most important thing of all? That you'll be committed to building on these qualities when you join us.

3

Be curious: learn, share and innovate

Have you made time to learn something new outside of your course?

Do you go to events that are all about knowledge sharing or learning?

Have you shared what you know with other people on your course?

Have you ever come up with a new and better way of doing something?

Have you used your initiative to achieve a goal?

Have you been to employer presentations or skills sessions to explore your future career?

The one who gives others a leg up

Have you been adaptable in order to work better with others?

Have you led a group?

4

Lead and reinforce team success

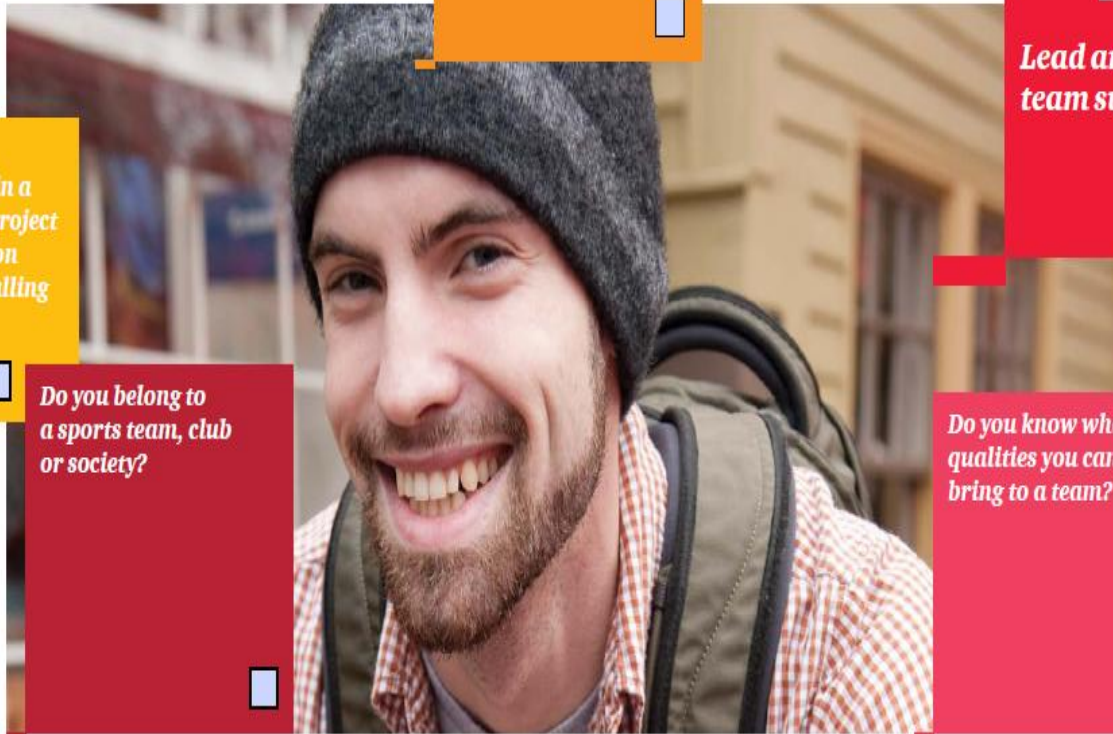
If you like teamwork, you'll like working at PwC. And the better you can support, lead and get along with others, the better you'll get on here. You could have picked up the skills to do this in many different ways – the most obvious being as part of a sports team, club or society. Or you might have tackled a course-related project as part of a group or fitted into a new team at work. Just as importantly, you'll need to think about the skills you brought to the team. Did you negotiate to achieve a common goal? Motivate other team members? Adapt your style? Resolve any group disputes? If that sounds like you, then you could be well on your way to joining our team.

Have you taken part in a voluntary project that relied on everyone pulling together?

Do you belong to a sports team, club or society?

Do you know what qualities you can bring to a team?

Can you think when you worked in a team to achieve a common goal?



The one who gets on with everyone

5

Build and maintain relationships

If you can build relationships with clients, you'll be better placed to solve their problems. And to spot and win new business opportunities. Establish good rapport and not only are clients more likely to come back to you again and again; there's also a bigger chance they'll recommend you to other contacts. So naturally your ability to inspire loyalty and get on well with others can make a big difference to your career. There are lots of ways to show us you've maintained strong relationships with all sorts of different people – from keeping in touch with a contact you made on a work experience placement through to getting to know people on similar courses at other universities.

Have you got to know your careers advisor or course tutor?

Have you networked with people from other courses or universities?

Did you get to know a customer really well?

Have you built good relationships with others?

Have you made (and maintained) useful contacts on a work experience placement?

Do you go to a club or society regularly, rather than once a year?





Before you apply to us you need to know what we're looking for. This booklet tells you what that is, helps you identify the skills you've developed inside and outside university, and explains just how transferable those skills are to every area of our business. Quite simply, your experiences and achievements not only enrich your life; they could also enhance your career prospects.

*Sonja Stockton, Director, Recruitment
PwC*

Academic study gets your foot in the door; employability skills push it open to a far wider range of opportunities. They make your potential contribution to our business unique. Consider these skills and experiences your personal business card.

James Chalmers, Head of Strategy and Talent, PwC

The one who keeps their cool

6

Show you have courage and integrity



Can you think of a time when you worked well under pressure?

Ever undertaken a mundane task with real enthusiasm?

Do you always turn up on time?

Do you put 100% into every application form?

Have you handled conflicts or differences of opinion well?

Have you kept your cool when dealing with a difficult customer?

Honesty and integrity are absolutely vital in a business like ours. They'll help you be open with your clients and the people you work with. And to deliver the best standards, adopt the right procedures and maintain the highest levels of confidentiality. What's more, they mean if something's not right, you won't be afraid to say so. How can you show us you have these qualities? Maybe you were just as professional on a routine task as you were on a big project. Perhaps you used tact and diplomacy to calm a difficult situation. Or you're the kind of person who's always punctual and isn't afraid to speak up if you think something's not right.

The one who always has a plan B

At PwC, you'll need to make sure that standards never slip. That means you could well find yourself juggling quite a few different priorities or turning to a back-up plan if a project doesn't go quite as you expected. So you'll need to tell us about how you've managed your workload, made sure you met deadlines or stuck to a budget, and how you've used your initiative to deal with the unexpected. Where might you have developed those skills? Certainly on your course. But it could be that you managed your finances to fund a trip. Looked after the funds for a club or society. Organised a big social event. Or coped with more than a few different tasks in a part-time job.

Have you managed your money to achieve a long-term goal?

Have you adapted positively to a new process at work?

Have you ever put a back-up plan into action?

Have you juggled different priorities to meet a deadline?

Have you looked after an organisation's finances?

Have you handled lots of different pieces of course work at the same time?

7

Manage projects and money

The one who moves with the times

You'll never stand still at PwC. Because business and client needs change all the time, you'll have to adapt to different ways of working and, through it all, stay 100% committed to delivering the highest quality work. So you must be able to think on your feet and adjust to lots

of different situations – without compromising on standards. You'll always keep an open mind and you'll be logical enough to work out the best way forward if you meet a last minute hurdle. The proof? Maybe you've covered for a work colleague at short notice. Coped well with an unexpected piece of course work. Or taken part in a scheme like the Duke of Edinburgh's Award that put you in a completely new environment.

Have you taken on board suggestions from others?

Have you been happy to stay late to get things done?

Have you picked up a shift at work at short notice?

8

Be open minded, practical and quick to adapt

Have you tried new things that are outside your comfort zone?

Have you adapted to changes at work?

Have you put yourself in a situation you're not used to?





The one with the business brain

9
 Build and use commercial and technical know-how

Have you looked into the kind of professional qualifications you might do with us?

Have you thought about who your dream client would be or what it would be like to be a CEO?

Have you gone the extra mile to understand how a company or industry operates?

Do you take an interest in business and current affairs?

Are you curious about what makes a business tick?

Do you understand how your degree could make a difference to our business?

At PwC, you'll always be building your commercial and technical skills – mostly on the job and through training courses. But you'll also go looking for opportunities to develop your know-how, and think about where you could use it. So we'll want to know that you'll do your research. That you won't cut corners when it comes to developing your skills. And that you'll always learn from what you've done. As a starting point, look into the professional qualifications you could study for with us. And find out more about our different business areas, and how you could add value to them.

Have you looked into how PwC operates as a business?



The one who looks at things differently

Have you come up with ways to do things differently?



Have you thought about how you can make a club or society better?



Do you take a real interest in your part-time job, how the company works and who its competitors are?



10

Caring about client service

Do you work hard to make things better?



Have you ever gone out of your way to do something positive for others?



Our Competencies

#1 Develop Self and Others through Coaching

We place a strong emphasis on personal development and on assisting others to develop. We'll be looking for people who can reflect on their past performances and recognize individual strengths and development needs, and who are also able to provide feedback fairly and constructively to others.

#2 Communicate with Impact and Empathy

Being able to communicate, listen effectively to others and use influencing skills as appropriate is vital at PwC. We will be assessing your ability to express yourself fluently and clearly, and to use grammatically correct English on the application form.

#3 Be Curious: Learn, Share and Innovate

At PwC, we value people who are able to take advantage of learning opportunities, share learning with colleagues and are creative in their thinking. We will be looking for you to provide evidence of where you've demonstrated these skills in previous experience.

#4 Be Passionate about Client Service

PwC is passionate about providing our clients with exceptional services that contribute to their business success. We will be assessing your understanding of the services we provide and how we help to deliver business success for our clients.

#5 Lead and Contribute to Team Success

Striving for excellence through working as part of successful teams is key to our work. We will be looking for evidence of where you have worked in teams and contributed to your team's success.

#6 Build and Sustain Relationships

Building relationships through rich internal and external networks helps us to propose effective solutions for our clients. We will be asking you to tell us about how you build and maintain your existing relationships at university, work or other activities you are currently involved with.

#7 Demonstrate Courage and Integrity

Honesty and integrity are core to our business and therefore we look for these values in our employees. We will be looking for evidence of when you have had to adhere to standards or procedures, maintain confidentiality or questioned behavior that you felt was inappropriate.

#8 Manage Projects and Economics

Delivering work to high quality standards is essential to PwC. We will be asking you to tell us about how you have managed your workload and utilized appropriate resources to meet deadlines.

#9 Be Open Minded, Agile with Change and Practical

Changing business needs require us to approach change positively and adjust to new work structures and processes while still delivering quality work. We will be asking you to talk about when you have had to deal with changing priorities/workloads and how you dealt with this.

#10 Acquire and Apply Commercial and Technical Expertise

It is important to develop and apply a high level of technical/professional skills and knowledge. Due to the ever changing business environment it is also important to keep up to date with the latest business and relevant industry trends. We will therefore be assessing your knowledge (if applicable) of the professional qualification you wish to undertake and your understanding of current business issues.