

KCOM

KCOM is a communications and IT services provider. Nationally we serve large enterprises like HMRC, which need bespoke technology solutions to help them operate more efficiently and securely and improve the experience they deliver to their customers.

We also serve mid-sized businesses and organisations across the UK – such as Furniture Village, Wren Living and the RSPB – that are looking to increase productivity through our hosting, telephony and connectivity solutions.

In Hull and East Yorkshire we offer broadband, phone and other communications services to more than 140,000 residential and business customers.

We employ around 1,800 people, most of whom are based at our main offices in Hull, Wakefield, Ipswich, Hemel Hempstead, London and Exeter.

Training and development

We offer apprenticeships and graduate programmes as required to meet the needs of our business today and in the future. These are mainly in the fields of IT and telecoms engineering.

We encourage all our people to make the most of the many learning and development opportunities available to them during their time at KCOM.

What roles are available at KCOM?

To meet the changing technology needs of our customers and the requirements of our business we employ people in the following fields:

Product development

Specialists who help our business grow by developing profitable products, services and propositions in collaboration with external technology partners such as Cisco, Amazon Web Services and Microsoft.

IT Architecture

Technical design experts who develop strategies, shape customer thinking and maximise our ability to deliver technology solutions.

Design and Development

Technical experts who define design principles and build, configure, test and maintain integrated solutions for our customers.

Project Management

Specialists who provide strong leadership and use industry best practice to ensure successful delivery of projects and programmes.

Marketing

Marketing specialists who anticipate the needs of target customers and raise awareness of how KCOM services can meet those needs.

Sales

Sales professionals who are motivated to meet customer needs and drive business growth across our key target markets.

Customer Services and Support

Customer service and support professionals who can deliver an exceptional customer experience.

Business Services

Specialists in fields including HR, IT, finance, legal services and communications who provide sound advice, insight and support to colleagues across the business.

Focus areas for recruitment



While we employ people across the range of fields described above, operating within the digital and technology sector means we have a particular focus on ensuring we have the skills we need to deliver technology solutions for our customers.

Growing demand for cloud based solutions among large enterprises and public sector organisations mean we are always seeking people with skills in this area, especially those with experience in Microsoft Azure, Amazon Web Services and Google's cloud platform.

While our current focus in the national enterprise market is on the provision of cloud services, the rapid pace of change in the technology sector means we will increasingly need skills in fields including IT security, identity access management, Internet of Things and Big Data.

The recruitment process

Our recruitment process is designed to make sure we're employing people who are the right fit for us and that we're the right fit for them.

Vacant roles are shown on our careers site at <http://www.kcomcareers.com>

To apply for a role you'll need to create an account on the site. If you're successful in reaching the interview stage of the process, we'll discuss the role, our organisation and your skills and experience in a face to face, phone or video interview. Depending on the role, this interview may also include a technical / skills assessment.

If we feel you're a good match for the role and for KCOM we'll then invite you to a more in-depth assessment. During this session we'll explore how you would operate in the role and the working environment, and we'll answer any more questions you have. This stage of the process could also include capability-based questions, psychometric testing, scenario-based exercises or presentations and meetings with key stakeholders.

Rather than having a fixed regular intake of apprentices, at KCOM we recruit apprentices as required, based on the needs of our business.

We usually recruit apprentices in conjunction with the partner who will be providing the formal training aspect of the apprenticeship. The recruitment process varies according to the type of apprenticeship being offered and the training provider we're working with, but all apprenticeships are advertised on KCOM's careers website at www.kcomcareers.com as well as on the National Apprenticeship Service's website at www.getingofar.gov.uk/ and / or <https://www.getmyfirstjob.co.uk/>.

Where can you go to find out more about the qualifications you may need and where you can study?

For information on the courses and apprenticeships available across the Humber visit www.logonmoveon.co.uk (Hull and East Riding), www.lincs2.co.uk (North East Lincolnshire) and www.lincs4u.co.uk (North Lincolnshire). For more information on the growth sectors, occupational information and job search techniques/guidance please visit <http://careersyandh.co.uk/> and click on the 'contact us' button.