

**“The great thing about the scheme is you’re exposed to many different roles, so by the end of the programme you’ll have an appreciation of what you’d like to do in the future.”**

Sandy Kelly, Commercial Delivery Senior Analyst  
(former Commercial Graduate)



## What experience will I gain during the Commercial programme?

During your training you'll complete four placements over two years. These assignments will offer the opportunity to experience a variety of commercial teams within our Customers business unit, whilst building both specialist and people skills

## What is the Customers business unit?

Led by [Philippe Commaret](#), our Customers business is on a mission to help our customers to save energy, reduce their bill and carbon footprint, by using innovative solutions from Smart homes through to electric vehicles.

We have approx. 5,000 colleagues in the Customers business, based in 8 locations around the UK. These teams are responsible for supporting c.185,000 SME business customers, 9,500 large business customers and 5.2 million residential customer accounts.

## What kind of placements will I complete?

The programme is designed to help you develop a broad set of skills, with the opportunity to specialise towards the end of the programme when you'll start to think about a permanent role.

Following an induction with graduates from all of our schemes in September, you'll head straight to your first placement. Assignments could include:

Gaining hands-on experience of managing projects and business change across the Customers business within **Business Change**, where there'll be opportunities to work on different types of projects that impact our people, systems and ways of working, providing an excellent opportunity to learn about the whole organisation.

In **Customer Operations**, we deliver excellent customer service to more than 5 million residential and business customers. You could find yourself working on projects to identify process improvements, deliver digital enhancements, and enhance our overall customer experience.

**Sales & Marketing** deliver energy services and solutions to our residential, business and large commercial customers. You could find yourself shaping commercial strategy, delivering marketing campaigns, designing tariffs or creating digital products.

Our **Wholesale Markets Optimisation** department manages the trading associated with the generation and supply sides of the business, with customer-centricity and cost-effectiveness at the heart of everything we do. Here you could be helping to forecast customer demand and carrying out market analysis.

We also collaborate with other business areas so there's the potential to gain experience and skills in areas such as **EDF Renewables**, or **Nuclear Development** within our Hinkley Point C and Sizewell C project teams.

Visit our [Graduate Hub](#) to find out more our recruitment process and life as a Graduate at EDF.

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