



Graduate Careers at CitNOW Group

Take the first step towards an exciting
career and future with the CitNOW Group





Transforming the
way the automotive
world **communicates**



The opportunity
awaits you

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About CitNOW Group

CitNOW Group is a global market-leading provider of software for the automotive industry created to leverage innovation and help retailers and manufacturers deliver an outstanding customer experience. Driven by the vision to transform the way the automotive world communicates the Group is made up of five leading technology companies.



Our culture and values

We are **One Team** and this guiding principle forms the foundation of CitNOW Group's dynamic, exciting and inclusive culture. As we grow we have developed and continue to maintain our 'One Team' culture, it's the human difference that really sets us apart.

As the CitNOW Group expands, there has never been a better time to join us. We have a world class team with the industry's brightest minds working here.

Don't just take our word for it (scan the QR code) to find out why you should choose CitNOW.



Feedback from our people is really important to us. We provide all employees with an anonymous forum to ask questions to the senior leadership team and make suggestion on how we can make the business a better place to work.

Our **One Team** values



Be Honest & Respectful



Be a Team Player



Be Enthusiastic



Listen & Contribute



Recognise Success & Have Fun

Our people live and breathe these values every day and they are central to the way we work and operate as a business.

Learning & Development

To get the best from your experience at CitNOW we recognise that you will need the best opportunities and tools to support your development. It is our goal to create a culture of continuous learning and improvement, as such we've invested a lot of time and resource to create a multitude of learning experiences for our people. Your learning journey will be a blend of informal, formal and self-directed learning.

From the moment you join, our onboarding programme provides the spring board to launch your journey, by helping you understand our business, our culture and introducing you to our people through a blend of face to face meetings and online learning. To accompany you during your first few weeks, an onboarding buddy will provide support and guidance to help you settle into life at CitNOW.

88%

of employees feel that the company appreciates the importance of their wellbeing



Four Core Development Priorities



Product training



Business systems training



Coaching/mentoring



Functional role specific training

How they are met



Wellbeing



Soft skills



Training and collaboration

To support your development, we provide our people with a range of learning initiatives throughout the year. These are strategically aligned to the needs of our four core development priorities which include product training, business systems training, coaching/mentoring and functional role specific training. The development priorities are underpinned by three elements which place people at the centre and include wellbeing initiatives, soft skills training and collaboration workshops with other departmental team members. Our quarterly You Review objective setting process gives you the platform to discuss your performance, career aspirations and set plans for further development, establishing opportunities to grow and progress.

Our people are our greatest asset, and we are committed to helping you succeed in making this a year like no other.

A career with CitNOW Group

In 2021 we will be recruiting a cohort of graduates to join our dynamic Client Services Team, a Junior Designer to join our vibrant Marketing Team as well as two technology positions within our Dealerweb Technology Team.

Meet the Teams...

Client Services

The main focus of the global Client Services Team is to develop true partnerships with our customers. We aim to deliver value at every step and always strive to exceed expectations. We work with individual dealerships through to Directors at OEM's and Retailer Groups, everything we do is driven by our customers. From looking at their usage of our product and working with them to drive maximum engagement, to helping them achieve their business goals by aligning our product to their strategic objectives. Our department's primary focus areas center around retention and utilisation and we have a truly amazing team dedicated to exactly this, by working together as One Team to learn and improve what we do and how we do it.

Marketing

The main focus of the global Marketing team is to connect OEM's and retailers (existing customers and new) with our solutions in whichever phase of digital adoption they are - inform, educate or innovate. Everything we do is to support the company vision to transform the way the automotive world communicates. The Marketing team supports all areas of the business to help make that happen and truly focuses on the One Team company ethos. We are a passionate and friendly department where no day is ever the same. We strive to keep things creative, engaging and fun and continually push ourselves to learn and develop what we do to support CitNOW's goals.

Technology (Dealerweb)

The tech team build amazing things every day, and is responsible for the development of the company's world class products. We're a modern department, having fully embraced an agile workflow, using some really interesting and up to date technologies, including .net core and Angular. You'll be working in a team environment, with support from your peers every step of the way. We're also passionate about encouraging talent and new ideas; our senior tech lead was a graduate just 4 years ago!



As part of the Graduate Programme, in addition to your 'core role', we will ensure that you spend time experiencing other relevant areas of the business to develop your skills and experience as well as your knowledge of CitNOW. Our wide ranging learning and development initiatives will support you along the way and you will also have the opportunity to participate in projects and research which contributes directly to the success of the business.

To ensure we attract the best talent, we have a hybrid working from home and office model as well as flexi-time to ensure a positive work life balance. In order for you to benefit from our culture, collaboration and fun social events we're looking for candidates who are based within a commutable distance of Exeter, Devon if you're applying for our technical roles or Wokingham, Berkshire or our Stirling office in Scotland for the roles in Client Services and Marketing

**89% of employees
are excited about
CitNOW'S future**

Client Services Executive Role

The Client Services Executive will play a pivotal role in the team, supporting the Account Directors and Account Managers in delighting our customers. You will provide valuable intelligence and insight into our customers usage of the product and gain a solid understanding of the best practices that help our customers to deliver better customer journeys. The role will also offer the opportunity to bring your own ideas to help refine our processes around renewals, the management of customers at risk whilst playing a key part in the launch of a customer health score platform.

On a typical day you will be:

- Shadowing Account Managers to understand their role and how to impact our customers positively.
- Ensuring all contact activity, business information and details are kept current within Salesforce.
- Maintaining and updating allocated competitor product offering data in our intelligence system.
- Monitoring and identifying if 'At Risk' process to ensure regular follow ups are taking place and identifying 'At Risk' customers are being managed appropriately.
- Carrying out customer success calls to drive engagement.

Junior Designer Role

The Junior Designer will be involved in various projects from creation to execution. This role provides an excellent opportunity to get a grounding in all design disciplines along with an understanding of how an in-house team works as part of a busy marketing department. You will have the support of the in-house Designers to help and guide on projects, whilst the autonomy to add your own design flair to meet the brief.

On a typical day you will be:

- Working on animated graphics to support our customer orders.
- Producing animated content in various formats to a design brief.
- Creating engaging presentation material.
- Designing creative proposal and product literature.
- Working with fellow designers on storyboarding and concepts.

Junior Software Developer Role

You'll be contributing actively to the development and maintenance of the companies SAAS products as part of a scrum development team, consisting of around 6 – 8 team members, led by a scrum master and technical lead. You will have the chance to dip your toes into a number of different projects, and receive guidance from a technical mentor as you settle in. Culturally, the team structure is very flat, so your opinion is as equally valued as any other member of the department.

On a typical day you will be:

- Starting your day in a technical stand-up, a short 10 minute session to frame your day.
- Participating in hands on product development using c#, both .net frameworks 4.x and .net core, together with a variety of front end technologies (principally Angular).
- Collaborating with both Business Analysts and Testers as part of refinement sessions to clarify requirements provided to you in the form of user stories.
- Liaising with your scum master to feed back progress and actively contribute to team retrospectives.

Junior DevOps Engineer Role

DevOps form the foundation on which the development team rely. All of the company's key infrastructure is controlled, configured and monitored by the DevOps function. You'll be working alongside a great DevOps manager in a very broad role that covers everything from our release pipeline methodologies, to maintenance and configuration of servers, scripting tasks to remove manual work, network configuration, and even a smattering of local desktop support. Working closely with the development teams to ensure smooth development to deployment on production environments.

On a typical day you will be:

- Configuring IIS, Azure DevOps pipelines and modifying scripts to create a new site.
- Troubleshooting a failed deployment by delving into code.
- Creating a script to automate a task.
- Working with a customer to test and configure new integrations.



Over **92%** of our employees stated that they would recommend **CitNOW** as a great place to work!



The core competencies we will be looking for in our graduate candidates are:

Communication

Writes clearly and concisely, speaks effectively and confidently, listens attentively, openly expresses ideas, negotiates/resolves differences, provides feedback, persuades others, provides well-thought out solutions.

Accountability

Takes ownership for their decisions, actions, performance and behaviour, consistent, builds trust, accepts responsibility.

Enthusiasm

Enthusiastic with a can-do attitude, supportive, motivates others, shares credit, cooperates, professionally represents the business, self-confident, dynamic.

Collaborative

Amenable, willing, works well with others, shares knowledge, communicates effectively, listens to other's contributions, celebrates successes.

Innovative

Continuous learning, development and research, visionary, openness to change, curious, persistent, proactive in gathering information and new ideas.



Will Sproston

Business Development Consultant

"Before joining CitNOW I studied Business Management and Marketing at Nottingham Trent University and I joined the business as an Account Manager after finishing my degree in 2019. After 18 months the management team pathed the way to allow me to progress into a Sales role and I am now a Business Development Consultant focused on bringing in new business for CitNOW, by demonstrating the products to new and existing customers. **I have loved every minute since joining CitNOW.** The whole company is so friendly and welcoming, every question is always answered and everybody will go out of their way to provide you with support. CitNOW also runs great initiatives to support staff such as 'Wellness Week' with activities and focus being around every employee's mental and physical wellbeing. I feel extremely valued by everybody within the business and **I couldn't recommend a better place to work.** I am really excited about the future of CitNOW and I am proud to be part of the journey going forward".

Employee Testimonials



John Ritch

Junior Android Developer

"I studied a 4 year Bachelor's Degree in Applied Computing at the University of Stirling and joined CitNOW for a summer internship during my third year becoming a full time member of the team in May 2021. **The amount of business knowledge and computational skills I have learned in the space of a year is unreal.** It was fun to finally apply all the stuff I learned at university into a practical application. The biggest worry I had about joining a tech company is to be treated like a number where people don't really know who you are and can't really appreciate the work you do, however, it was the complete opposite. **I was welcomed with open arms and was put through training, working with an amazing team** who I can talk to if I have any issues. It's also nice to be recognised for the work you do and see the effect/changes it provides"



Millie May
Salesforce Analyst

"I began working for CitNOW as a Sales Administrator 4 years ago after studying Criminology at Nottingham Trent University. In my role as Sales Administrator I found that I had a great interest in Salesforce and was given the opportunity by the business to move into the Salesforce Development Team to explore this. Having been in this team for two years now **my skills are going from strength to strength**, I really enjoy it, and I am learning every day. CitNOW is also supporting me in my Salesforce Certifications which will allow me to progress to an accredited Salesforce Administrator. **I have been very much supported in my career progression and in achieving my professional goals.** I like that CitNOW has a really social, friendly environment and has a big focus on employee wellness. I have also made lasting friendships with colleagues".



Rachel Pendlebury
Senior HR Advisor

"I joined CitNOW almost 10 years ago as an Office Support Executive after completing my A levels. After developing an interest in HR, I was fortunate enough to complete my Level 3 and 5 CIPD qualifications funded and supported by the company. 3 further promotions later and I find myself in a Senior HR Advisor position approaching my 10 year anniversary. It's always been about the people, the fact I can come to work every day to collaborate with and support some of the best people I have ever and will ever work with is such a huge privilege and probably one that's very rare to find. **CitNOW truly values its employees, the benefits and people initiatives you get from working here really do speak for themselves.** Working at CitNOW makes you feel like you are making a difference and adding value every day!"



James Chapman
Technical Lead

"I joined Dealerweb almost 4 years ago as a Junior Software Developer, after graduating with a BSc Computer Science degree. Since then I have had the opportunity to work my way up to the position of Technical Lead. During my time here I have had the pleasure of learning from and working with a talented and friendly team of people, as well as gaining relevant industry experience with a modern technology stack. **Dealerweb has a fast-paced working environment with new challenges to solve every day**, where you feel valued and appreciated for your work."





We're in the business of video so we'd love to see one as part of your application!

Benefits

As well as offering an exciting working environment, and colleagues that will inspire you, we offer our employees leading marketplace benefits.



Pension Scheme



Life Insurance



Wellness
1/2 days



Enhanced family
friendly policies



Cyclescheme



Flexi-time



Competitive holiday
entitlement

How to apply

Email your CV and introduction to hr@citnow.com by 20th August 2021

We'll be in touch to arrange an initial introduction, with shortlisted candidates progressing to a two stage virtual interview with key stakeholders within the business.

During the interview process we'll be keen to understand your skills, any previous experience and alignment with our company values - as well as getting to know you!

We anticipate our Graduates to join the business late September/early October depending on pre-existing commitments.

If you don't have a degree but are passionate about our programme and what we have to offer, please email hr@citnow.com and let us know why you think you'd be a great addition to the business.



If you would like to view our current vacancies,
please check out Careers at [CitNOW](#) and [Dealerweb](#).

Graduate Programme 2021 - 2022