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About us

So, what's your idea of BT? To most people, we're the company that runs the phone network. Whose engineers are round if there's a fault on the line.

True - we've built our reputation over the years doing exactly that. But these days, there's a lot more to us than you might think.

Take a look for yourself. Even if you think you know us, you'll find there's plenty more to discover.

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Our Organisation

One group, many businesses

The holding company BT Group plc includes four separately managed businesses: BT Retail, BT Wholesale, BT Global Services, and Openreach. Each is supported by BT's R&D, IT and network operations arms – BT Design and BT Operate.

Under the overall banner of BT Group, each of these businesses operates within a core market, as follows:

<div>BT Retail</div> <div>BT Retail provides telephones, mobiles, internet access and web-based services to residential and business customers. BT Retail has around 18,000 employees and 20 million customers.</div> <div>Read more &gt;</div>	<div>BT Retail</div> <div>BT Retail provides telephones, mobiles, internet access and web-based services to residential and business customers. BT Retail has around 18,000 employees and 20 million customers.</div> <div>Read more &gt;</div>	<div>BT Retail</div> <div>BT Retail provides telephones, mobiles, internet access and web-based services to residential and business customers. BT Retail has around 18,000 employees and 20 million customers.</div> <div>Read more &gt;</div>
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## BT Retail

BT Retail is a major force in the communications market, with 18,000 employees – including 11,000 people working in call centres – 20 million customers, and annual revenues of around £8.5 billion a year.

We're a wholly customer-led business which focuses on developing new market opportunities and innovative products and services. For the consumer market, we develop and deliver innovative propositions, such as BT Broadband, BT Vision, BT Fusion, BT Digital Vault BT Together, BT Mobile, BT Credit Card and BT Answer 1571.

For business customers, we offer innovative converged services, designed to address our customers' very real business issues in areas such as cost management, agility and competitiveness.

What we do  
What we look for  
Business units  
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### What we do

BT Retail is very much at the sharp end of the business. As the public face and voice of BT, we are the driving force behind Customer Satisfaction.

Consequently, our main recruitment requirements are in the area of Customer Service. We're dynamic, fast-paced, forward-thinking and hard-working – a big-company division with a small-company attitude towards getting things right, then making them better.

There's a massive amount of opportunity here for innovative people with the drive and ambition to grow. It's an environment where you can personally take charge of your own career development.

### What we look for

Achieving great things demands great people. We need talented people with the right skills and qualities and we need to create the buzz, and the sense of professional pride that goes with being part of BT Retail. Creating the place to work' aims to make BT Retail : "The place where talented people want to work and feel stretched, developed, empowered, recognised and rewarded.

There isn't a typical BT Retail candidate – we're a diverse operation that values everyone's differences. However, there are definitely some desirable traits. Our business is about innovation we are looking for creative people to challenge existing thinking and drive our business forward.

In every area of our operation, we appreciate dynamism, the ability to make quick decisions and also to consider others' views. We like people whose individual skills can make a strong team even stronger.

We value those who value others for their gender, disability, ethnicity and differing views. And for our part, we'll accept you purely for who you are, and what you can do.

We will be making new hires this year across the business, including hard-to-fill positions such as senior technology account managers, CCIE qualified staff and pre-sales engineer

(...)

Opportunities CTA

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More than just an employer promo

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