



Working at GBS

Information for
Candidates

– Professional Services –

London | Birmingham | Leeds | Manchester



Who We Are

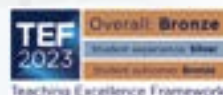
GBS is a higher education provider specialising in delivering formative and sector-relevant courses across nine UK and two international campuses which are in Dubai and Malta. We have developed strong partnerships with several leading higher education institutions in the UK, sharing our vision for improving access to higher education for all.

Our undergraduate and postgraduate courses cover a range of subjects including finance, business, construction, computing, project management, tourism, healthcare and more. We are an approved institute on the Office for Students Register. We take an inclusive approach to recruiting students, with an aim to widening access to higher education.

 **AdvanceHE**

Member

Office for
Students



Vision

At GBS we have a clear vision of **Changing Lives Through Education**, with the ability to make a fundamental difference to living standards and accessibility to high quality learning.

Values

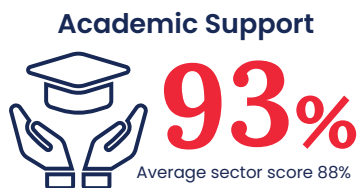
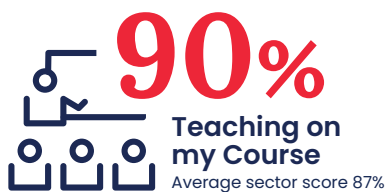


Achievements

Growing in Success

At GBS, we have seen a consistent growth in our student numbers since 2019, ensuring the continuation of our programmes and academic partnerships. This is in addition to a variety of academic and non-academic career opportunities.

Our Students Rate Us



GBS has regularly outperformed the sector with exceptional National Student Survey scores. Students confirm, GBS delivers a fantastic student experience.

GBS' students have, for the sixth year running, provided GBS with an impressive outcome in the National Student Survey 2025.



Award-Winning

For the second year in a row, GBS has been named Higher Education Provider of the Year at the Education Awards Midlands 2025. Following our win for the same award in 2024 as well as winning in the Manchester category for 2023 – this is the third time GBS has secured this prestigious award. Winning this award is a testament to the institution's adeptness in delivering high standards of education with ever-improving personalised academic support.

Future Ambitions

Degree Awarding Powers (DAPs) are the legal mechanism by which Higher Education Providers in England can teach and award their own degree-level qualifications. Currently GBS delivers degree programmes through partnership arrangements in which we do the teaching but the final certificate our students get is awarded through one of our partners.



Global Education (GEDU)

GBS UK operates under the GEDU umbrella alongside other entities.

GEDU aspires to become a global leader at the cutting edge of education with a commitment to quality, innovation and technology across our institutions.



GBS began in 2010 as a specialist training centre for finance and investment banking.

2010

2016

In 2016, GBS opened its first campus, London Bow Road, shaping the institution we are today.

GBS opened a new campus, Birmingham Fazeley Studios.

2018

2019

GBS launched partnerships with two providers: Pearson & University of Suffolk.

A new campus opened in Manchester.

GBS launched a new partnership with Leeds Trinity University.

GBS opened the Canary Wharf Campus (also known as Republic or Poplar Campus).

2020

GBS opened a campus in Greenford, West London.

GBS opened a campus in Leeds, St George House, followed later in the year with a new campus opening in London, Stratford Cam Road.

2021

GBS launched new partnerships with Canterbury Christ Church University & Bath Spa University.

GBS launched a new partnership with Oxford Brookes University.

GBS acquired a new campus, Birmingham Norfolk House.

2022

GBS opened a new campus in Leeds, Wellington Place.

2024

2025

GBS opened a new campus, Birmingham Brindleyplace, replacing Birmingham Fazeley Studios.

GBS UK Campuses



GEDU House - Stratford, London
Central London less than 20 minutes away, this campus delivers all you need to learn in style.



Bow Road, London
Lying at the heart of London's historic East End district and is just a stone's throw away from the Olympic Park, home of London's 2012 Olympic Games.



Republic - Canary Wharf, London
Study next door to two of the world's key financial hubs - Canary Wharf and the City of London.



Cam Road - Stratford, London
Located in the heart of East London, within walking distance from two shopping centres and major transport links.



Greenford, London
A stunning facility in West London, with convenient transport links into the City of London.



Norfolk House, Birmingham
Located in the heart of Birmingham and just a few moments away from Grand Central.



Brindleyplace, Birmingham
Our latest campus located in Birmingham's best-loved waterside destination for business, leisure and culture.



Universal Square, Manchester
A state-of-the-art facility, our Manchester campus is just 15 minutes away from the city centre.



St George House, Leeds
In the heart of the city centre with excellent transport links for easy access to historic sites, galleries and shopping centres.



Wellington Place, Leeds
Wellington Place gives students an outstanding space for their learning and development.

Our Partners



GBS has partnered with carefully selected education providers, each of which helps to broaden what GBS has to offer its students.



Working at GBS

At GBS, a job is more than just a role. It's a meaningful career, a calling, and an opportunity to make a real impact in the world. You'll be surrounded by passionate, like-minded colleagues, all working together to shape lives for the better. We offer dynamic and rewarding positions, which provide the chance to advance your career in an organisation that's constantly growing and evolving.

What you can expect from us

- To be challenged
- Professional Development
- Fast paced environment
- Career Progression
- To celebrate your success
- To be treated with respect and dignity for who you are

What we can expect from you

- To put our students first
- To respect and trust your colleagues
- To perform at your best even when nobody is watching
- To ask for help and support when you find yourself struggling
- To offer help and support to your colleagues



On-Site Working

At GBS, a rapidly growing organization, we value collaborative work, foster a positive workplace, and prioritize on-site presence for our student-facing operations, ensuring optimal employee performance and accessibility. In addition, we are a student-facing organisation, and our classes are based on campus. We are proud that our student services are accessible at any time of the day on-site. Therefore, we have adopted a universal on-site working approach across all our departments.

Your Development

GBS is committed to the professional development in skills, experiences, and insights of all staff. We recognise that new ways of working are continually developing, and to deliver high levels of services, we are committed to continuous learning and development. We believe that performance across all departments is critical in building and maintaining a high-performing organisation. Training needs can be identified at any time, but the annual performance development review would be the most suitable time to discuss future ideas for training and development.

Your Progression

At GBS, we are committed to fostering the growth and development of our staff members. We believe that a key to success is providing opportunities for progression and continuous learning. Whether you're just starting your career or have years of experience, we offer a range of tailored pathways to help you reach your full potential.



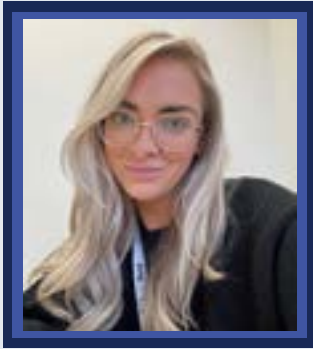
"Contributing to the growth and improvement of the Admissions Department at GBS has been a highlight of my career. Watching the team more than triple, from 30 to 90 employees in the past three years, has been truly rewarding.

I'm proud to be shaping processes and ensuring high-quality admissions as we continue to grow. I'm excited about what we'll accomplish together in the future."

Barbara Vargas Head of UK Admissions | Manchester

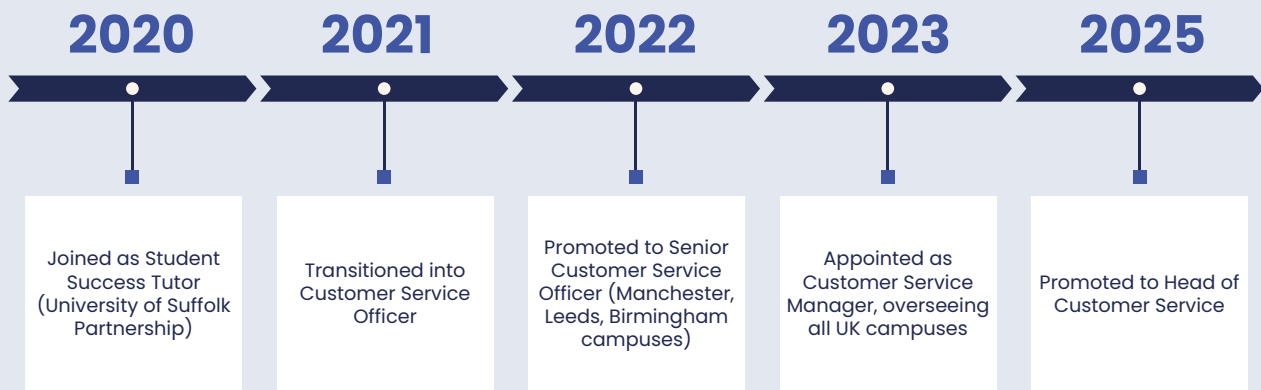
GBS Spotlight

Ebony Bates | Head of Customer Service



Ebony Bates has built an impressive career at GBS, marked by continuous growth, leadership, and impact. They began as a Student Success Tutor, and was recently appointed as Head of Customer service. Now overseeing all UK campuses and managing Senior Line Managers across regions. Under their leadership, the Customer Service Team has grown from 7 members to 47 dedicated professionals, each committed to delivering exceptional support to students.

Career Journey



Highlights of Team Leadership

For Ebony, the most rewarding part of the journey has been working with such a diverse and committed team. "The main highlight for me is seeing their growth and development. It has been rewarding to help team members advance into higher roles that match their skills and career goals into other departments within GBS to help retain great talent. Also promoting key members into line management positions as they naturally develop into leaders has been particularly gratifying. Their progress and dedication are truly inspiring."



Benefits



Tuition reimbursement for career development



Additional holidays for each year of service (up to 5 days)



Perks at work - Employee discounts and flexible benefits via salary sacrifice



Employee Assistance Programme (EAP): free confidential counselling service available 24/7



Buy or sell additional annual leave days



Discounted gym membership



Discretionary annual bonus



Pension scheme with NEST and the option of pension salary sacrifice



Employee referral bonus scheme



Cycle to Work Scheme allows you to save on bikes and cycling equipment



Eligibility for Totum Discount card and Costco membership



Nursery voucher scheme via salary sacrifice

Some benefits are subject to terms and conditions.

Application Process



Application Received

Your application will be reviewed by the Recruiter or Hiring manager.



Pre-Screening

If successful, you will be contacted by the Talent Acquisition team to complete some pre-screening questions and schedule an interview.



Interview with the Hiring Manager

The interview panel will consist of a minimum of two members of the team. The interview is expected to last between 30 to 60 minutes and will be conducted online via Microsoft Teams, or in person at the campus you have applied to.



Outcome

We aim to provide an outcome within 2 weeks. If you are successful, we will extend a job offer and if you are unsuccessful, feedback is available on request.

Onboarding Process

1.

Once you have accepted our offer to work at GBS, our HR colleagues will start the onboarding process.

2.

We are legally required to check your right to work in the UK. Please ensure you have the necessary documents for verification (a list can be provided upon request).

3.

As part of the onboarding process, we will obtain references from your referees. Your offer of employment will be conditional upon us receiving two satisfactory references (or 1 if you have been with the same employer for the last 5 years).

References provided must be submitted with a professional business email address, and referees should be notified in advance.

4.

You will be required to provide your original qualifications. Please ensure you have these and are able to bring them with you on your first day.

5.

You will also need to provide other documents such as a photo for your staff card, HMRC information, bank details amongst other items. A full list will be provided by our HR officer.

What Our Employees Say...



Steffi Korsah

Retention Manager | Birmingham

“What really stands out to me about GBS is its consistent focus on creating positive outcomes for students. Every team, even those without direct student contact, is deeply committed to this mission.

Everyone understands that what they do plays a role in helping students succeed. It’s such a collaborative and inspiring place to work — it’s clear everyone genuinely cares about making a difference.”

Ernest Asamoah

Student Conduct and Complaints
Manager | Birmingham

“GBS is a visionary institution, where diversity and inclusivity are at the core. I’m proud to be part of this vibrant community where each individual, regardless of background, is valued and encouraged to grow and achieve their best.

It’s inspiring to be part of a place that continuously aims for excellence.”





Kira McCormack

Careers Consultant | Manchester

"GBS promotes a culture of continuous learning and growth. I'm thrilled that my manager is supporting my pursuit of a Masters in Careers and Employability Guidance.

GBS also provides constant upskilling opportunities through internal and external learning and development events, truly investing in its employees' futures."

Fulfil your Career Ambitions at GBS

General Enquiries

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**Global
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School**

Breaking Career Barriers

Date of last review: 08/10/2025