

**LAUNCH YOUR CAREER
WITH A HIGHER
APPRENTICESHIP**

**Mercer
& Hole**



“People are always encouraging, making the time to help me. I’ve been able to have a go at everything I want which has meant that I’ve learnt so much.”

Chloe Warne, Audit Apprentice

INTRO

Do you know what the future holds? No? Well, neither do we but we know the ingredients needed to make our business thrive and your career too, if you will let us.

Making a decision about the pathway to your future career is a tough choice. There are so many options and it is hard to be confident of choosing the right one.

Joining our higher apprenticeship programme will give you the opportunity to realise your capabilities,

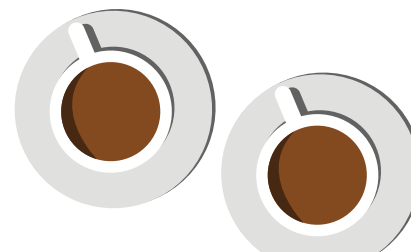
provide you with work experience and give you access to gaining professional business qualifications. It will provide you with a firm foundation to exceed your earning and career expectations in the working years ahead of you. This journey is fully funded, with study leave, soft skills training, team support and client exposure.

If you like the sound of what we are describing here, read on and discover more about the opportunities that exist for apprentices at Mercer & Hole.

WHO ARE WE?

We are a top 50 accountancy firm, with offices in London, St Albans, Rickmansworth and Milton Keynes. Fundamentally, we want to make a meaningful difference to our clients by providing accountancy and tax advice to help their businesses grow. We support individuals and families so they can realise their financial and personal objectives, and help charities and trustees to manage their finances and comply with their obligations.

At Mercer & Hole, our people are our most valuable asset; we have 28 partners and over 280 employees. We bring together our collective life experience, knowledge, creativity and talent to make it a unique place to work where everyone can thrive. At Mercer & Hole we are committed to cultivating and preserving a culture of Diversity, Equity & Inclusion (DEI).





At Mercer & Hole...

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OUR PURPOSE IS...

To make a meaningful difference to our people, our clients and the world around us.

It is what we have been doing for over a century which is why we grow from strength to strength and are now one of the UK's Top 50 accountancy firms.

The values that underpin our purpose form the word TRUST, as this is at the core of what we do.



Together

The firm with a family feel.
Express gratitude.
Smile.
Be humble and confident.
Have fun.



Resilience

Change is imminent, and business is imperfect.
We aim to be open minded and agile.
Assume positive intent and exercise the power of positive thinking.



Understanding

Each individual matters, and will be heard and respected.
Honesty, integrity and empathy are fundamental.



Supportive

We support what is important to you and show kindness in our behaviour to each other.
We encourage each other to realise our potential.



Thrive

We strive to be the best, innovate and always do exceptional work.
That's who we are and what our people and clients deserve.

DIVERSITY, EQUITY AND INCLUSION

We strongly believe that diversity, equity and inclusion are critical to our success. A diverse workforce widens the approaches we can take to support our clients and enables us to make a meaningful difference to them, our people and the world around us. Particularly, we want to encourage diversity of thought to open our minds to opportunities.

We are committed to ensuring that we are all heard, included and treated fairly at work. Part of that commitment is focusing on the physiological and psychological health and wellbeing of our employees. In doing so, we encourage each other to realise our full potential.

Together, we bring our life experiences, knowledge, creativity, perspectives, capabilities and talents which makes Mercer & Hole a unique place to work where all can safely thrive. Some actions we have already taken to improve DE&I are:

Education: Through focus groups and looking at allyships across the firm we encourage DEI participation to celebrate the backgrounds and interests of our diverse workforce.

DEI Working Party (DEIWP):

We encourage all our employees to get involved in contributing to the firm's culture in a way that is important to them whether it is joining the DEIWP or playing/organising football matches of any of our other initiatives.

Wellbeing: Our team of Wellbeing Champions run a rolling programme of events to create space and focus for us all to consider the importance of

our wellbeing. We have professional wellbeing support such as with our Employee Assistance Programme, Occupational Health and all our Wellbeing Champions are trained Mental Health First Aiders.

Communication: We send regular firmwide updates to ensure all employees have information about what is going on in the firm and to share internal news.

Realising your full potential:

We provide excellent professional training to our employees. Our training offering has been highly rated by our regulators including Platinum status by

ACCA. Your development continues after qualifying/throughout your career at Mercer & Hole, focusing on four specific areas of personal growth aligned with your career aspirations.

Volunteering: We encourage and provide opportunities to employees to volunteer for charity and community activities.

Recruitment: We seek to work with recruitment agencies who are actively pursuing candidates in areas of the market in order to attract a wider, more diverse pool of candidates.

Agile working: We recognise we all need to find the right balance of working in the office and working at home. We know that there are benefits from being able to work in this way. We support a trust-based approach towards agile working, in which we all take responsibility to work together in the most practical way to meet the needs of our people and our clients.

Flexi-time working: Within any working week ad hoc commitments or constraints crop up. To support employees in meeting these differing demands, contracted hours can be worked across long or short days.

Flexible working: Additionally, we recognise that some of us may have ongoing regular commitments outside of work; whether that is caring for family members or other responsibilities. A significant proportion of our employees currently work on a flexible basis, which is a contractual change to their hours, enabling them to balance different aspects of their lives.

Office spaces: We operate across four offices, offering collaborative working areas, vibrant spaces and a relaxed environment that supports our people.



SUSTAINABILITY

As our purpose states, we intend to make a meaningful difference to the world



PlanetMark

We partner with Planet Mark who will lead us to measure our Carbon Footprint. We have had active sustainability teams within the offices which we will be re-igniting through our work with Planet Mark.



Sustainability Certificate

As part of our commitment to the development of us all, our qualified employees are invited to come forward and learn more about sustainability from a professional aspect.



CHARITY CHAMPIONS

We have Charity Champions in each office who work to a Charity Schedule to raise money for their charities. At the start of each calendar year we have a vote to see who we wish to support that year.



THE HIGHER APPRENTICESHIP PROGRAMME AT MERCER & HOLE

WHY CHOOSE AN APPRENTICESHIP?

Apprenticeships are a great way to gain work experience and to obtain a qualification whilst earning, without incurring the debt that you might accumulate if you were to go to university. That is not to say an apprenticeship is the right choice for everyone, neither is it an easy option.

A higher apprenticeship is hard work as you will be working a 37.5-hour week and studying alongside that. You will be well supported and you may achieve a professional qualification earlier than if you were to choose the graduate pathway.

HOW DOES IT WORK?

Our higher apprenticeship programme offers an exciting opportunity to work in a busy office environment whilst studying towards a professional qualification. Initially, this is a two-year programme in one of the following disciplines.

- Audit
- Tax and Trusts
- Virtual Finance

During your apprenticeship, we commit time to helping you build your knowledge, skills and practical experiences, providing genuine development opportunities to enable you to become a future leader.

The training programme includes time off to study, attend college and complete online classes in preparation for exams. We also provide soft skills training and regular 1:1 meetings with your training manager to ensure you have all the support you need.

There are no limits for our apprentices. Once you have completed the programme, you can progress onto further qualifications, for example, the ACA or ACCA qualification to become a chartered accountant, the ACA/CTA or ATT/CTA to become a qualified tax professional, or whatever is the best choice for you.

WHAT WILL MY RESPONSIBILITIES BE?

The variety of clients we work with will provide you with well-rounded experience. You will benefit too from the structure of our teams, enabling you to gain knowledge from and exposure to senior managers and partners throughout your training and beyond. As your experience grows, so do your responsibilities, ensuring you get the most out of your training with us and are able to apply the knowledge you are learning along the way.

Responsibilities may include:

- Supporting the delivery of client-facing activities
- Assisting in day-to-day technical back up to support colleagues in solving problems for our clients
- Balancing the ability to learn quickly whilst on the job and studying at the same time
- Working with a team to deliver a smooth, high quality service to our clients

BUILDING YOUR BUSINESS KNOWLEDGE

Our clients rely on our expertise, which is why we put a focus on ensuring our team are more knowledgeable than our competitors.

Our apprenticeship programme will give you broad-based business acumen as well as a solid foundation of knowledge that will continue to develop through:

- Hands-on learning: this will give you the compliance and regulatory knowledge that you can put into

practice to help clients receive exceptional advice and service

- Industry recognised professional qualifications which will help you to develop technical expertise and add real value to our clients
- In-house and external training sessions that offer access to experienced individuals to provide you with up to date technical knowledge and soft skills to excel in your role and develop further

WHAT ARE THE BENEFITS OF WORKING FOR MERCER & HOLE?

Recognising Employee Contribution

- 25 days' holiday (depending on role) - these increase after five years to 28 days
- Office closure to be with our families over the Christmas period
- Death in Service Provision - 4 x your salary
- Salary sacrifice pension up to 5%
- Season ticket loan or car parking loan
- Agile working once qualified – details set out in our policy, but many staff can mix working at home or in the office
- Flexi-time working – working your contracted hours flexibly across the week
- Candidate referral scheme – it is nice working with friends!
- Dress for the Day Policy – what's in your diary?
- Social events throughout the year
- Enhanced maternity and paternity pay
- Cycle to work scheme
- Long service awards
- Star Awards – vouchers given to staff quarterly who have gone above and beyond with a colleague or client
- Employee Assistance Programme, on hand counsellors to support you whatever your need
- Support with making your gas and electricity bills as efficient as possible
- Group Income Protection should you find yourself unable to work due to illness or incapacity for an extended period
- Health cash plan to support common medical requirements
- Virtual GP Service
- Mercer & Hole Perks – save on your shopping!
- You can access many more benefits of your choosing such as discounted gym membership, cancer screening, holiday exchange or voluntary critical illness

Learning and Development

We support lifelong learning and development in a structure we call our PEOPLE PASSPORT. You secure the knowledge and support to gain a clear 'visa' path to where you want your career to go. From having this mapped out the support will be in the form of:

- Learning and Development pathways
- Study support
- Performance Development Reviews
- Trainee away days
- Provision of appropriate technology i.e., an iPad on joining

PROFESSIONAL QUALIFICATIONS

You will start by studying the AAT qualification, which will provide you with a solid foundation to build knowledge and provides exposure to a variety of modules to help you decide where you want your career to take

HAVE YOU GOT WHAT IT TAKES?

Perhaps you think this could be for you? Well, that is great as it is likely that you recognise and share some of the character traits we look for. You will, however, need the exam results or qualifications too. As we have already

mentioned, studying and working is hard work so we need to know you are cut out for joining us on this journey. That is why we ask for a minimum of 112 UCAS Tariff points.



THE APPLICATION AND RECRUITMENT PROCESS

We want you to experience how friendly and approachable we are as you engage with us throughout the recruitment process. That is why we offer you a personal approach, where you will speak to one of the HR team to get a better feel of the business and so we can also get to know you as an individual. **Each application is individually reviewed by a member of our hiring team.**

The recruitment process will involve:

COMPLETE AN ONLINE APPLICATION

Visit our website www.mercerhole.co.uk to look at our current vacancies and to start the process of applying online. We will be looking for you to show us why you are interested in this career

path, and to demonstrate that you share our values throughout the recruitment process. Follow the instructions carefully and answer all of the questions.

TELEPHONE INTERVIEW

Our shortlisted candidates will have a telephone interview with a member of the HR team. This interview will explore your experiences, aspirations,

awareness of the industry and your knowledge of Mercer & Hole. Plus, we will get to know a bit more about what makes you tick.

VERBAL AND NUMERICAL TESTS

These are short, online tests which you can complete at home. We use these as we find that candidates who do well in

these tests go on to be successful in the training scheme.



INTERVIEW

You will be invited to the office, where you will hopefully be able to picture yourself working in the future! You will meet one of the line managers for a

face-to-face interview, and you will also have the opportunity to ask any questions you may be seeking answers to.

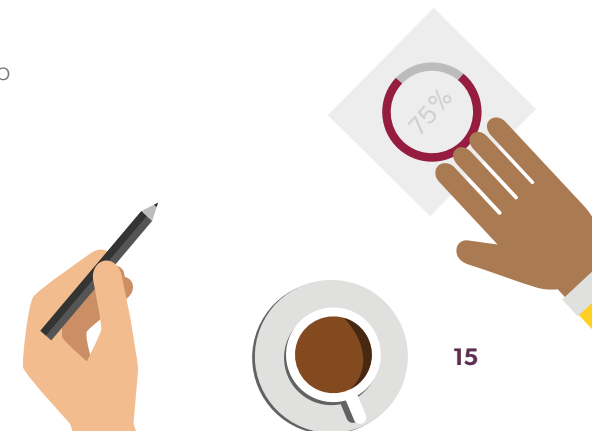
OFFER

We will always call you to let you know the outcome of the interview and aim to make the decision as quickly as

possible. Upon acceptance, your new starter pack will be emailed to you.

CONTACT US

If you are curious and want to ask us any questions about the apprenticeship programme, please email us at recruit@mercerhole.co.uk



CHLOE WARNE

Audit Apprentice

“

A month in and I knew I didn't like university life – the course was interesting, but the life just wasn't for me.”

University isn't for everyone

Initially, I tried going to university and went to Bristol to study biology.

It just wasn't right for me, so after a month, I left university and took a gap year tutoring. I had been looking into accountancy apprenticeships when the parent of one of my pupils mentioned Mercer & Hole, as he had done some work for them, so I did my research and applied for their apprenticeship scheme.

“

It's scary knowing nothing but gives you comfort that you're in the same boat as other people who are also on the same scheme as you.”

You can never ask too many questions!

It was really easy to start as everyone was really welcoming. I was paired up with a buddy and we clicked immediately. I also asked lots of questions – in person or via TEAMS whenever I felt I didn't understand something. There's no excuse for carrying on without knowing what to do – it's so important to be able to ask questions.



“

I've been here for eight months so far, and I find that I learn new things every single day. I'm someone who always wants to know how to do everything and to give everything a go and everyone says, 'Yes – go for it!'

The sky's the limit!

I'm always interested in learning and working on new things that I haven't done before and I've found that people are always encouraging, making the time to help me. I've been able to have a go at everything I want which has meant that I've learnt so much.

“

The work is challenging but I've found that I'm not afraid to be open and honest and to ask for help when I need it.”

Support when you need it

When you're working on a job for a certain manager, you can ask them for help but in fact, everyone is willing to help whether it is their project or not.

RUSSELL WARD

Virtual Finance Apprentice

“

The work is really rewarding. You're learning constantly, and that's what makes it worth it.”

Work that is fulfilling

People think apprentices just get “hand me down” tasks, but that's not true. We work on wider, proper projects – the same ones managers work on – and we contribute to decisions that genuinely matter. It surprises people sometimes that we work on things that will be sent to HMRC, but we really are involved in real work for clients right from the start.

“

My managers are always available if I'm stuck.”

Support is there for you

We have dedicated buddies who are a year ahead, which is amazing because they've literally just been through what you're doing, so they know what it's like. You can ask them absolutely anything. And of course, having senior mentors who've been in the game for years really helps you make big strides.



“

It's a really friendly firm, and I can honestly say that I'm genuinely enjoying my apprenticeship so far.”

Friendly and approachable office

You can literally talk to anyone – even the managing partners – just casually in the kitchen. That's rare. In big firms, people might not even know your name. Here, everyone's approachable, and our Virtual Finance team is small enough that you really get to know each other.

“

I've gained soft skills, confidence and real world experience. You learn how to speak to clients, handle issues, and work with people. You don't get that from lectures.”

EMMA HUDSON

Audit Apprentice

“

An apprenticeship really interested me as I could actually learn something whilst working and putting what I was learning into practice, and this sounded so much more relevant to what I wanted. It sounded more me.”

Skills with real-life application

When I was doing my A-levels in business finance, maths and biology, although I liked the subjects, I always struggled with the fact that there was no real practical application to what I was doing.

“

Mercer & Hole is a very friendly workplace, so I felt at ease very quickly.”

Managing the transition from school to work

I found out very quickly from Mercer & Hole that I was successful – only a couple of days later – I had applied for loads of schemes, nearly 20 in total and there were so many that didn't even get back to me at all!



Overcoming first day nerves

I felt nervous walking in on the first day. Lots of my friends thought I was going into what they call a 'boring old man job' but there are lots of young people who are also helped by the apprentice scheme. I started with two other apprentices around the same age as me – one in the same team which made it so much easier.

“

I find that every day learning a bit more and I never feel uncomfortable asking for help – everyone was in that position to start with.”

Ongoing Support from across the firm

We go to college, usually one day a week when we're working on a module, and I can ask for help from members of my team and across the firm if I want to talk through the topics I am learning for college in addition to specific pieces of work.

Continued overleaf >

“

Quite a few of my friends are now taking unexpected gap years because they have found that university is simply not for them and wish they had researched apprenticeships sooner and applied in time like I did.”

Helping others like me

My school invited me back to school to talk about my apprenticeship and how I got into it, so it felt good helping the next school year have the information they need.

“

I would advise A-level students to do their research – don’t just follow the crowd! University isn’t for everyone, but neither is an apprenticeship. Look into the companies you are applying for too. I also have friends doing apprenticeships and not enjoying it as much as I am.”



We are proud to be named among the **UK’s Best Workplaces™ 2026**, placing 60th overall. This achievement is particularly meaningful as it is based on anonymous employee feedback, highlighting our commitment to a trust-based and supportive culture.’

YOUR PEOPLE PASSPORT

Our clients trust us and we also want to build trust with all our team which is why we are committing to a People Passport - developing you in four aspects of your career.



SUMMARY

We hope you now have a clear insight into who we are, what our apprenticeship programme is, what it could offer you and whether it appeals. If you have any further questions, we welcome you to contact us at recruit@mercerhole.co.uk

If you decide that this could be the right pathway for you, we wish you success with your application.

Good luck!



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