

The logo for babington, featuring the word in a white, lowercase, sans-serif font with a yellow underline under the 'i'.

Delivering Skills, Developing Better Futures

A close-up photograph of a hand placing a white envelope into a red postbox slot. The background is a blurred red surface, likely the postbox.

A defining partnership

For over 500 years, Royal Mail has been at the heart of communities across the UK. Since 2020, we have worked in partnership with Royal Mail to deliver high-quality apprenticeship programmes that support workforce development, drive career progression, and create meaningful opportunities. Through a shared commitment to skills and innovation, we are shaping the future of Royal Mail's talent pipeline and empowering their people to thrive.



01. Building skills for the future

As the logistics and delivery landscape continues to evolve, Royal Mail is committed to equipping its workforce with the skills needed to adapt and thrive. From enhancing leadership capabilities to improving operational efficiency, Royal Mail is investing in apprenticeships across HR, Project Management, Coaching, Team Leadership, and Express Delivery Operations. These programmes ensure that colleagues across the business have the knowledge and expertise to drive innovation, improve service delivery, and future-proof their careers.



As Royal Mail undergoes a significant transformation, upskilling is essential in ensuring the organisation is future proofed. A highly skilled workforce enables us to navigate challenges effectively, adapting to changing conditions, as well as maintaining stability in our workforce.



Charlotte Wakeham

Head of Future Talent, Royal Mail





02. Skills for success



The Future Manager Development Programme (FMDP) was launched in 2024 to prepare high-potential employees at Royal Mail for future management roles within the company.

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Developing future managers is about more than progression - it's about recognising potential, building confidence, and creating a strong pipeline of leaders ready to successfully step into more senior leadership roles. The apprenticeship has been a key part of that journey, helping individuals grow into their strengths and prepare to lead. We've already seen the impact, with a number of future managers successfully securing more senior roles. The people we invest in today are the ones who will shape our success tomorrow.



Emma Roper

Future Talent Manager

Babington partnered with Royal Mail to deliver a range of apprenticeship programmes, including HR, Project Management, Coaching, Team Leadership, and Express Delivery Operations.

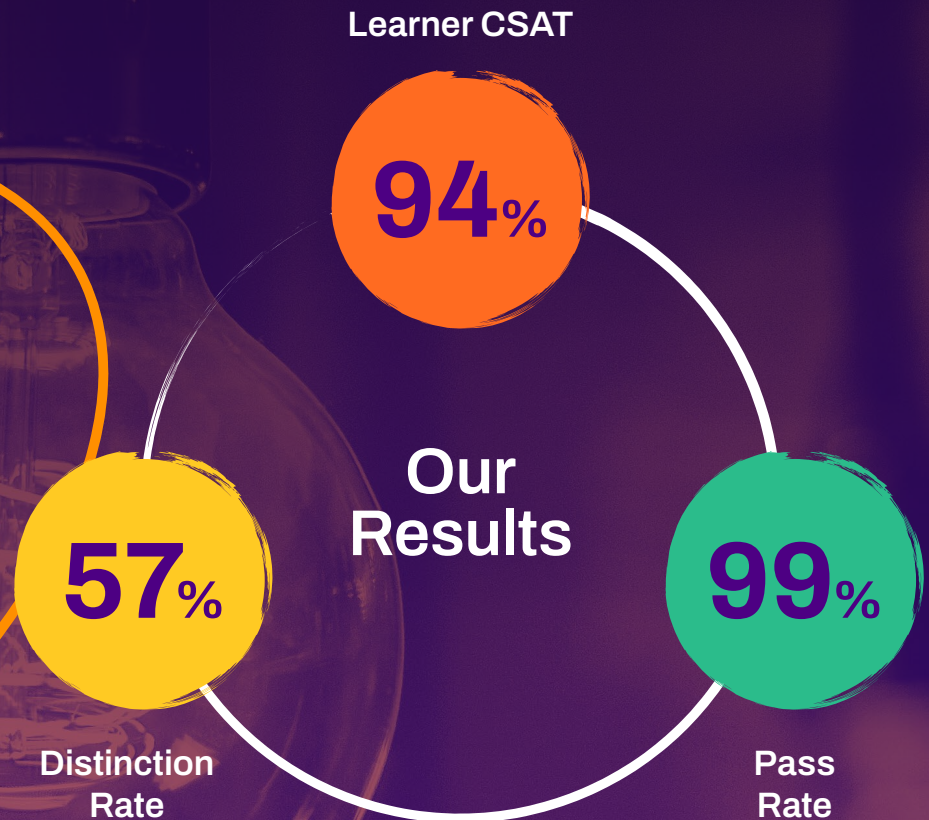
These programmes are designed to support colleagues across different areas of the business, from operational and frontline roles to managerial and support functions. Whether employees are looking to enhance their skills within their current role or take the next step in their career, these apprenticeships provide the knowledge, confidence, and practical experience needed to drive success for both individuals and the organisation.



03. Delivering meaningful outcomes

Royal Mail's apprenticeship programmes, delivered in partnership with Babington, provide structured learning that balances theoretical knowledge with practical application. Across programmes in HR, Project Management, Coaching, Team Leadership, and Express Delivery Operations, learners benefit from a combination of virtual classrooms, self-directed study, and expert tutor support. Designed to equip colleagues with essential skills, these programmes help employees apply their learning in real-time, strengthening their capabilities in key business areas and driving positive outcomes for both individuals and the organisation.

To date, we have enrolled 750 learners across 10 programmes, and the results speak for themselves





04. In their own words

We're building learner confidence:

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This course made me realise that no matter your age or background, you can achieve something if you go for it.

Rhys, Customer Operations Manager, Royal Mail

Since receiving his apprenticeship results, Rhys has been promoted to Customer Operations Manager at Royal Mail. Rhys continues to apply his leadership skills every day and plans to complete a higher level programme.



“Thanks to the Future Manager programme, I’ve developed the confidence, knowledge, and leadership skills I needed to progress and now I’m managing a delivery office I’m proud of, with a career I’m excited about.”

“The programme is ambitious, structured, and incredibly valuable. I now know how to solve problems, support my team, and grow my career with confidence.”

Alasdair, Lead Operations Manager, Royal Mail



And the
organisation is
seeing the benefit
of upskilling:

“

Developing and enhancing the skills set of our existing staff has helped create visible progression pathways, increased confidence and facilitated career progression. As an organisation we are committed to internal talent development apprenticeships have proved an excellent vehicle for enabling this, helping our staff to become more effective and efficient, as well as more resilient and able to adapt more quickly to change. Babington have supported this considerably through the hundreds of apprenticeships they have delivered within Royal Mail. Their expert coaches really understand our business and the programmes are structured clearly to drive progression and development. Delivery has always been really flexible and accommodated our peak periods. We're regularly provided with very clear performance tracking data which has helped us to keep our apprentices progressing and offer them early support where it is needed



Charlotte Wakeham

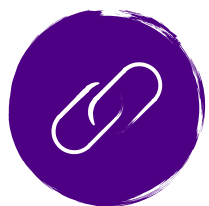
Head of Future Talent, Royal Mail





05. A unique partnership

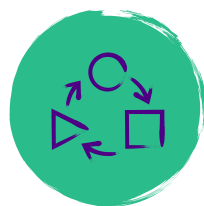
Royal Mail's 500-year legacy is built on dedication, connection, and service to communities across the UK. In partnership with Babington, Royal Mail is strengthening its future by investing in its people. Developing skills, creating career pathways, and ensuring its workforce is equipped for the challenges of tomorrow. Together, we have built an apprenticeship strategy that aligns with Royal Mail's values, delivers impactful learning, and transforms opportunities for individuals at every level of the organisation.



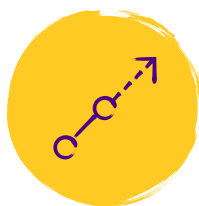
**Partnership
approach**



**Learner-
centricity**



**Contextualised
learning**



**Performance
& progression**



**Learning
culture**



“Since 2020, Babington has demonstrated (and continue to demonstrate), that they are driven by the same goals that we are – as they put it, “to develop better futures, for organisations, individuals, and society.

We believe our partnership with Babington:

- Encapsulates what the apprenticeship levy was established to achieve
- Has radically altered and improved the way we recruit and develop talent; and
- Stands as an example of what can be achieved when organisations invest in apprenticeship training with a partner who shares their values and goals”



Charlotte Wakeham

Head of Future Talent, Royal Mail

Example: Tailoring classroom sessions to maximise operations

We built a bespoke branded Express Delivery apprenticeship that was tailored to the roles of Royal Mail’s apprentices. This meant the programme spoke to the apprentices as everything was contextualised and relevant.

We also supported Royal Mail by tailoring delivery programmes around the needs of their business. This meant less contact and learning scheduled across their peak periods and compensated for during times when the operation is less busy.





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The programme is helping our Future Managers build the confidence, capability, and job-specific skills they need to thrive in a fast-evolving business. By investing in internal talent, we're not only developing a strong, adaptable leadership pipeline - we're also boosting retention and supporting progression across functions.

This programme is creating new pathways into management while strengthening our talent pipeline. It's not only helping us improve customer experience and employee growth, but also expanding learning opportunities into underrepresented communities, reinforcing our commitment to inclusion, retention, and social impact.



Charlotte Wakeham

Head of Future Talent, Royal Mail



06. The sky's the limit

What's next?

- ✓ More cohorts across new business areas
- ✓ Increased apprenticeship uptake across functions to embed learning at scale
- ✓ Deeper alignment of programmes with Royal Mail's operational priorities and transformation agenda
- ✓ Continued focus on internal mobility, talent retention, and progression into critical roles
- ✓ Greater visibility and sophistication of reporting to monitor impact and continually improve
- ✓ Expansion of apprenticeships into underrepresented and remote communities
- ✓ Strengthened collaboration with Babington to ensure agility, quality, and measurable outcomes



At Babington we are proud to support Royal Mail and work in collaboration with their team to address wide reaching business needs through carefully tailored apprenticeship programmes. Together, we have supported hundreds of learners to achieve life-changing results, and we look forward to supporting many more as our partnership continues to evolve.



Jonny Boydon

Head of Customer Engagement, Babington

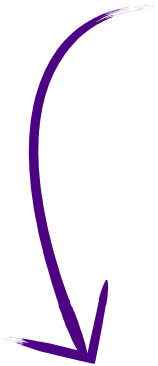


Royal Mail are proud to partner with Babington, a trusted provider who truly understand our business and its changing needs. This is built on a foundation of collaboration and a history of delivering great results, together. I am proud to lead our relationship with Babington and I'm confident we will continue to drive successful outcomes for our apprentices, Royal Mail and ultimately inject new skills across the UK



Charlotte Wakeham

Head of Future Talent, Royal Mail



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