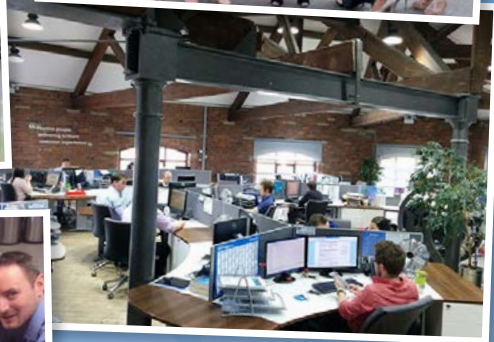


# Ready to shine?

Join our team of positive people  
and share in our success



# Who we are

**We'd like to give you a taster of what it's like to work at Caravan Guard.**

Caravan Guard offer specialist insurance for caravans, motorhomes, park homes, lodges and holiday homes to over **95,000** customers UK wide.

We employ over 100 talented people in our modern Halifax town centre offices.

Our vision is "**Positive people delivering brilliant customer experiences**", so we only employ people who love to deliver first class customer service.



## Why we're different

We're passionate about everything we do, and as a family business we like to think we're a little bit different. For starters, we enjoy sharing our success with our team.



Our company philosophy is to look after our people and empower them to look after our customers, who in turn look after the profits. One way we do this is by equally sharing a percentage of profits each year, in the form of our **positive people dividend**. This is over and above our individual performance and profit related bonuses. It's designed to pull our '**virtual shareholders**' together and reward our collective success.



# What we can offer you

## Bonuses



- ✓ Competitive annual salary
- ✓ Performance and profit related bonus
- ✓ Positive people dividend
- ✓ £500 for recommending a successful new employee
- ✓ Attendance award up to £200 a year
- ✓ Loyalty reward £25 for each year, e.g. £100 after four years' service

## Wellbeing



- ✓ Private medical insurance
- ✓ Free fruit
- ✓ Free bean-to-cup coffee and hot drinks
- ✓ Annual eye test
- ✓ Healthy heart check
- ✓ Flexible working options
- ✓ Cycle to work scheme
- ✓ Critical illness cover
- ✓ Flu vaccine
- ✓ Wellbeing hub and helpline

## Perks



- ✓ Legal expenses policy
- ✓ Pension contributions
- ✓ Income protection cover
- ✓ Life insurance
- ✓ Employee discount card
- ✓ Option to buy and sell holiday
- ✓ Holiday flexibility  
Your holiday can be booked off in half hour segments
- ✓ Extra day holiday awarded for 100% attendance

## Celebrations

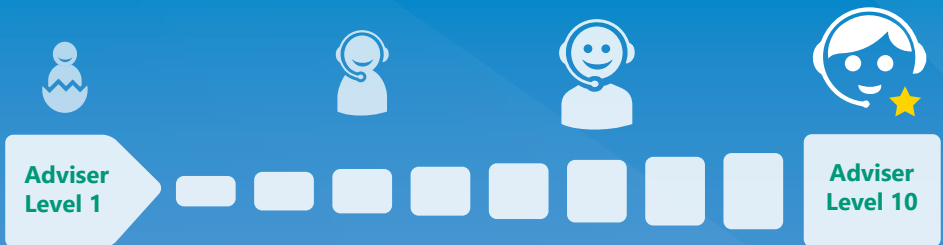


- ✓ Annual Christmas party
- ✓ Annual awards celebration
- ✓ Charity events
- ✓ An extra hour off on your birthday
- ✓ Customer milestone celebrations

# Career development

We aim to employ the most talented people and give them the very best coaching, support and recognition. We've even won awards for our training programme!

When you join as an adviser you'll follow our comprehensive training programme, that will equip you with the skills you need, help you learn about all our products, and ultimately get you moving up through our adviser bandings.



Progress through each level to take on bigger responsibilities and earn more cash in your pocket!



We support employees looking to complete **training and qualifications** in their area of work.

The most popular are the **Chartered Insurance Institute (CII)** qualifications, which can be completed as part of our **Caravan Guard Academy**. We even offer financial rewards for passing exams!



As well as our contact centre, we have our own in-house claims liaison, IT, marketing, pricing, business development, accounts and admin departments. If new openings come up in any department, we tell internal staff before anyone else!

## What do our staff say?

*"It's the people I work with that make the job so enjoyable: I have some great colleagues. That's because they're happy in their work and the atmosphere around the office is fun!"*

**Leanne, Team Leader**  
joined us in 2014



*"I used to be a milkman! This was the first contact centre job I'd ever had, so I wasn't sure if office work would be for me, but I love it and I'm really chuffed with my progression at Caravan Guard."*

**Justin, Insurance Adviser Level 8**  
joined us in 2008

*"We're number one for caravan insurance on independent website Review Centre, so we can be confident we're selling a quality product and providing first class service."*

**review centre**



**Steph, Team Leader**  
joined us in 2014





## What do our staff say?

*"Most calls are inbound from customers who have seen us advertised in a caravan dealership, magazine, etc. - our customers love talking about their pride and joy!"*



**Ryan, Insurance Adviser Level 5**  
joined us in 2011

*"I really enjoyed the opportunity of being able to represent Caravan Guard at the Birmingham NEC caravan show."*



**Lauren, Insurance Adviser Level 6**  
joined us in 2017

*"Creating a good working atmosphere is a key part of my role. We recognise and reward great performance throughout the year to keep our people motivated."*



**Heather, Head of Operations**  
joined us in 2014

*"We love to see our team raising money for charity. We have 'giving back days' to help charities or communities, whether it be shaking a bucket or a charity bike ride. We even refund entry fees and double whatever's raised!"*



**Ryan Wilby, Managing Director**

# Our values

When you join Caravan Guard, you'll soon see that our culture and values underpin how we go about achieving our success. We live our values in our day-to-day roles, making Caravan Guard a great place to work and a great company for our customers to deal with.



## **Positive people**

Our enthusiasm moves mountains



## **Brilliant customer experiences**

We leave our customers feeling understood, reassured and impressed



## **Think simple**

We think creatively to make things better



## **Do the right thing**

We nurture trusting relationships by being fair, open, honest and doing what we say we will



## **Care completely**

We care passionately about our colleagues, customers, partners and charities



## **Serious fun**

We are professionals doing an important job, but never forget to embrace fun



Trust us to insure your freedom

## Contact us



[www.caravanguard.co.uk/recruitment](http://www.caravanguard.co.uk/recruitment)



[recruitment@caravanguard.co.uk](mailto:recruitment@caravanguard.co.uk)



01422 396 876



Caravan Guard, New Road, Halifax, HX1 2JZ



Further details of employee benefits will be included in your letter of engagement, contract of employment and the employee handbook. Details are correct at the time of print (February 2020) but may be subject to change. Caravan Guard Limited is authorised and regulated by the Financial Conduct Authority.