




Delivering outstanding **claims** and **mobility solutions**

Exciting and rewarding  
career opportunities  
waiting for you



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# Working for Auxillis

Our colleagues are our most important asset and we employ over 550 in a wide range of operational and support function roles.

We're committed to retaining and developing our workforce, a commitment we believe is demonstrated by some of the indicators below:

**20%** of people recruited are referred by our existing team;

**77%** of our team have been employed with us for three or more years;

**100%** of our Support & Implementation Advisors are internal appointments;

**100%** of all Team Manager appointments are internal candidates.

Our vibrant and friendly contact centre is located on the Bracken Hill Business Park near Peterlee. The modern offices are easily accessible from the north, south and west just 5 minutes from the A19 with ample free parking.

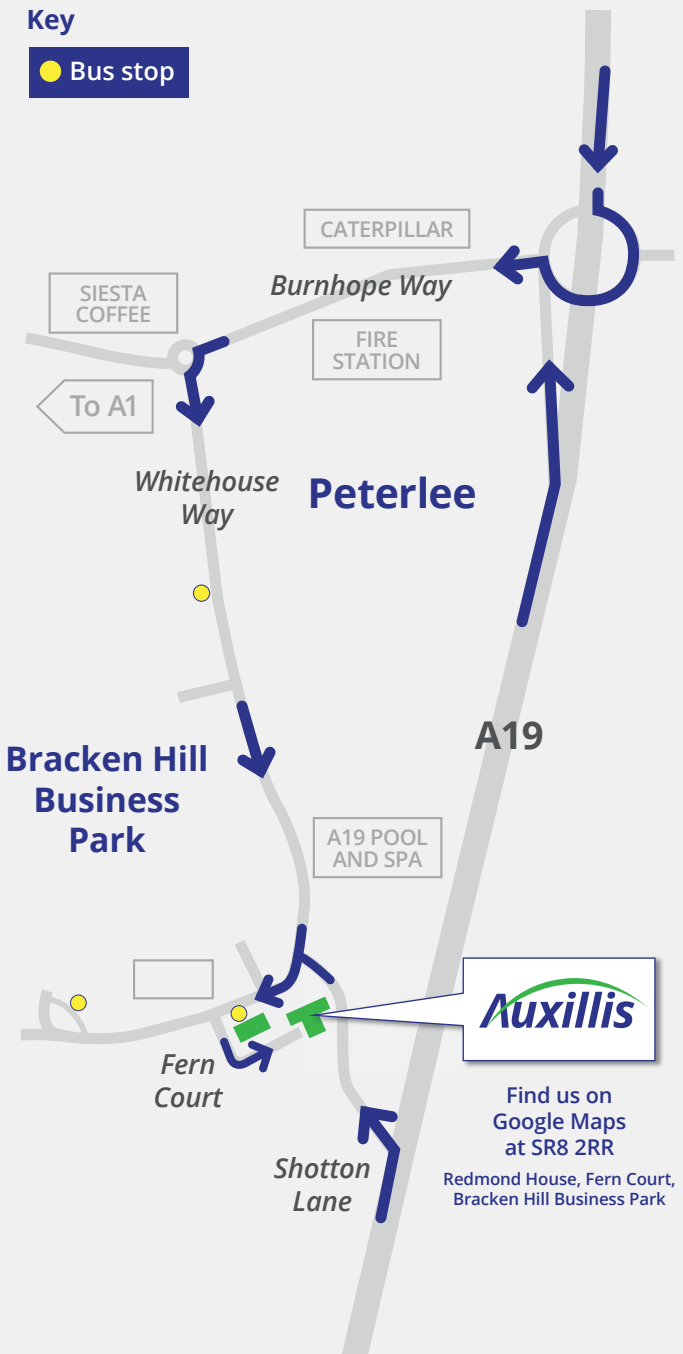
A number of buses connect Peterlee to the major towns nearby: (Hartlepool to Peterlee - 23, 24, X24; Seaham to Peterlee - X6, 23, 22 Sunderland to Peterlee - X6, 22, 23). The 201 operated by Go North East runs every 30 minutes from Peterlee to connect with these services.

At the contact centre everyone can access our on-site break area, and enjoy free tea and coffee from vending machines during lunch and paid break times.

On week-days you'll be expected to wear relaxed business attire in the office, but on Fridays and weekends we operate a casual dress code.

## Make Auxillis your First Choice

-  Friendly
-  Interesting
-  Rewarding
-  Supportive
-  Teamwork





# Auxillis at a Glance



## Established

Launched 1992  
Turnover £1.49bn (Group)  
Part of Redde Northgate



## Workforce

550 Colleagues  
82% Customer Facing



## Partners

Insurers, Brokers,  
Automotive Companies



## Contacts

2M Contacts  
10,000 online



## Claims

Annually 300,000  
42,000 Legal Cases



## Repairs

68 Owned Repairers  
Mobile and Windscreen  
Over 300 Network Repairers



## Quality

NPS – 64  
12 month average  
9 out of 10 Customers  
Recommend Us



## Awards

Winner Contact Centre  
of the Year 2018  
Runners Up 2015 -16-17  
Contact Centre of the Year



# What We Do

Auxillis partners with many high profile UK insurers, brokers and automotive businesses providing a range of services for motorists including: motor insurance claims services, vehicle hire and vehicle repairs.

Delivering services 365 days a year 24 hours a day, Auxillis is on hand to help motorists who have been involved in road traffic accidents. On behalf of our partners we provide essential services to their policyholders. There's no cold calling or texting, with motorists contacting us or expecting us to contact them, often just after they've had an accident (frequently still at the roadside). Our role is to talk to customers and reassure them whilst obtaining important information about their accident circumstances, enabling us to determine the services we can provide.

Typically we need to:

- Determine if the vehicle is safe to drive or whether it should be recovered;
- Understand clearly what the accident circumstances are;
- Explain which services we can provide;
- Advise the customer of their next steps.

Once a claim has been opened we contact and liaise with the customer - and the many other parties involved - this is essential to keep things on track. Our bespoke systems help to manage often complex claims from start to finish, prompting and recording actions and communication from the DVLA and insurers, to engineers and repairers

- keeping everyone updated. Our systems and your training will ensure you're able to confidently manage and communicate with any customer regarding the progress of their claim.

## reddeNORTHGATE

Established in 1992 Auxillis is part of Redde Northgate plc. Redde Northgate employs over 6,500 people with revenues in excess of £1.49m (2023). It is listed on the London Stock Exchange and is a FTSE 250 business.

### Other Redde Northgate group companies include:



# Quality and Service

Our business is focused on ensuring all our customers experience the highest quality of service. It's this commitment to delivering only the best that we look for in new team members.

Each month our Customer Satisfaction Survey (CSS) is emailed to every customer to whom services have been provided. We obtain feedback from between 3,000 to 4,000 (almost one third of the total) each month, surveying each element of the service and using this to measure our delivery of consistently high levels of service.

We also measure our Net Promoter Score (NPS), and our 12 month rolling average score is an amazing 64.

In addition to the internal service quality measures, we also monitor customer review and rating websites. We have 4 and 5 star ratings on many of the main customer review sites: Trustpilot; Google; Review Centre; Yell and Reviews.io

Our approach also underpins our commitment to Treating Customers Fairly (TCF) which is at the heart of everything we do. From the design and development of our products

and services to the implementation of sales processes and service delivery, we ensure we're meeting real customer needs and delivering consistently high levels of service.

Monitoring all social media channels, we communicate directly with customers who raise issues, answering or resolving them. We also monitor online consumer forums such as MoneySavingExpert and ConsumerActionGroup, providing comments and resolving customer concerns.



## Overall Service

9 out of 10 customers were happy with the overall service.



 TRUSTPILOT







## Recommend The Service

9 out of 10 customers would recommend the service.



 Yell™



## Use The Services Again

9 out of 10 customers would use our services again, if required in the future.



 REVIEWS





\*12 month average



# What Our Team Say

There's no better way to understand what it's like to work at Auxillis than from the colleagues who work here. We asked the team to tell us what they think about working here and what they enjoy most about it. Here are just a few of the comments we received:

I was looking for a job that was something new and different and I've found that here at Auxillis

Charlotte

The team at Auxillis make the workplace, I've made lasting friendships

Nicole

This is my first professional role after University and I've felt supported throughout with someone always nearby to help

Connor

All the team managers and colleagues are really friendly, supportive and approachable

Kayleigh

I like knowing that Auxillis are here to help me grow and build my career

Hollie Beth

The role is really interesting and you become really knowledgeable about how the whole business works

Luke

*I would 100% recommend working at Auxillis! Especially for students looking for part time roles*

Abigail

Great The flexibility at Auxillis is great, I like the work/home balance

Nina

Each day is a new skill day, I'm always learning something new!

Richard

I've worked in Collections for 13 years and it's always enjoyable. Everyone is so supportive and helpful

Laura



# Key Roles



## Sales and Service Advisor

As a Sales and Service Advisor, I find everyday is different, resolving customer queries, arranging vehicle hire, dealing with repairers, engineers and insurers for example. **It's not like a normal contact centre job where all you do is deal with bills or process sales.** Once we had a call where the client was giving birth! Her husband was on the phone to us, you could hear it all going on in the background!

Since I've been here my understanding of car accident situations, insurance cover and the legal sector has increased significantly, as have my customer service and people skills.

**You need to be friendly with a good understanding of people**

**and efficient customer service skills - it's a great role.** The real job satisfaction is getting a thank you from a customer - it's great!

My Team Manager started with Auxillis as a Sales and Service Advisor, so I know the opportunity is there if I want to progress into other areas, but I'm happy where I'm at the moment. **The company has a great record for internal development.**

Reasons to join Auxillis include the friendly environment and support you receive from colleagues and managers. **There's a great team spirit here, everyone comes in with an open mind that today is a new day.**



## Inbound Sales and Service Advisor

Working on Inbound calls, you're the first port of call for clients who have been involved in an accident. **Each call is different and each day is a new venture.** From taking claims, answering customer queries and handling challenging cases – you never know what kind of day you're going to have, but it will never be repetitive and it's always interesting!

My coach monitors calls and offers pointers on the areas that can help me progress. My manager also oversees the team and provides wider support to us where necessary.

**You definitely need excellent communication skills to work on**

**inbound calls as well as patience and knowledge of the highway code.** Working here has improved my knowledge of car insurance and customer service skills too. I need to use my initiative to recognise how to deal with each customer's needs, for example, giving empathy when needed. It gives me job satisfaction knowing I've done my best to ensure each person is happy with the service.

I'd say the best reasons to join Auxillis are the atmosphere the call centre has, as well as the new skills you learn each day. **It's not a typical sales role – you learn every day and that keeps me interested.**





# Key Roles (Continued)



## Outbound Sales and Service Advisor

In Outbound Sales, there are many teams including Auto Elite. The Auto Elite team deal with high value cars and the repairer referral line, where the garage (rather than the insurer) send the customer details to us and we contact them.

The outbound team receives claims from the insurance companies and calls the customer to see if we can help by providing a hire vehicle.

**I think you have to have more empathy with customers than you do in other contact centres.** You have to understand that these motorists have recently been involved in an accident. They may be

hurt and they may have lost their vehicle - each customer claim is very different.

The main skills you need as an Outbound Advisor are customer service skills, IT literacy, and some sales experience is beneficial as we do offer additional services to help customers.

**The most rewarding thing about working here is being recognised for your efforts.** I've recently been transferred from the inbound team, so it's great when managers recognise your potential - you can build a solid career here.



## Claims Negotiator

The best way to summarise the role as a Claims Negotiator is **negotiating the settlement of claims with motor insurers**, getting the best outcome for the customer and Auxillis - but there's a lot more to the role.

Obviously your main objective is to agree the best settlement value for motor accident cases, but it requires you to have a keen eye for detail, to understand all aspects of the case and the skill to build a compelling case.

**I really enjoy the responsibility the role offers**, working with some of the biggest names in UK motor insurance you're negotiating

the resolution and there's such a range of cases it's never routine. It's not the usual contact centre role, you are speaking with representatives of the insurers day to day, but there's also a lot of email communications.

If you've worked in customer service or insurance it would definitely help, but it's not essential. **The induction and training support really helped build my confidence** and get into the role quickly - and there are always colleagues on hand to offer help if you need it.



# Application Process

Applying for a role at Auxillis is quick and easy.



## Application

Visit our website at:

[auxillis.com/careers.aspx](https://auxillis.com/careers.aspx)



## Telephone Interview

Our recruitment team will be in contact to arrange a telephone interview if your application meets the role's criteria. The call consists of a few questions about you, your skills and experience. This is also a great opportunity for you to ask any questions you may have about us.



## Face-to-Face Interview

This will include an interview conducted by one of our managers and other short exercises which may include an aptitude test and a role play relevant to the role you're applying for. We'll give you full details of what to expect before you come to see us.



## Successful Candidates

Following your interview, if you've been successful we'll be in touch to let you know the next steps. We'll discuss the job offer over the phone and then confirm in writing.



# Preparing for Interview

There are some simple things to remember that can help you during your phone or face-to-face interview.



## Telephone Interview

- Remember to arrange the time of the call to ensure you can concentrate and speak without being interrupted.
- Review your CV to refresh your memory about any previous employment, skills and experience.
- A phone interview can sometimes be more difficult than face to face. Speak clearly and confidently, remember to listen carefully during the call - it can often be as important as speaking.

## Face-to-Face Interview

- Do some preparation. As we've already suggested refresh your memory, look again at your CV, our website and the job role so you can recall important details. Making a note of any questions you'd like to ask is often a good idea.
- Keep in mind first impressions do count, so make sure you turn up on time and dress appropriately for an interview in a business environment.
- Remember, no one is trying to catch you out - we want to see you be successful, so try to relax as much as possible and be yourself.
- Use the opportunity to clarify anything you're unclear or uncertain about.



# Starting at Auxillis



We'll normally inform you by telephone within 24 hours of your face-to-face interview if you've been successful. We'll send an email confirming your offer of employment and once you confirm your acceptance, we'll post your Offer Pack to you.

It's important to note that all offers of employment are subject to satisfactory references, criminal records disclosure and health assessment.

To meet employment regulations, we're required to complete pre employment checks to confirm your identity and entitlement to work in the UK.

We'll usually agree a start date with you when we confirm you've been successful. This date will coincide with one of our induction programmes and will enable you to meet and begin your time with Auxillis with a group of other new starters. Remember to arrive promptly on your first day, induction gets underway on time and you don't want to let your new colleagues down.

All new starters must complete a six month probationary period, although this can be signed off at any time after 3 months for exceptional performance.

## Make Auxillis your **First Choice**

-  **Friendly**
-  **Interesting**
-  **Rewarding**
-  **Supportive**
-  **Teamwork**





# Support and Training

## Learning and Development

Each new recruit is provided with a comprehensive induction and training programme with regular refresher courses.

### Induction

Everyone completes an initial two week induction programme. This ensures you have a clear understanding of the company, our business, our services, our key systems and what's expected of you in your new role.

### The Academy

Once you've successfully completed your induction, you'll move to the Auxillis Academy.

The objective of the Academy is to develop the skills you'll need to be successful in your position and runs for around 4 weeks.

In the Academy you'll start to handle 'live' calls but with coaches and trainers on hand to assist and provide call monitoring feedback.

Only when you graduate from the Academy will you become a member of an operational team in the contact centre with approximately 10 advisors and a team leader.

## Coaching

All team leaders have the responsibility of regularly coaching and developing their own teams. You'll receive regular feedback on your performance and development and training to reflect this.

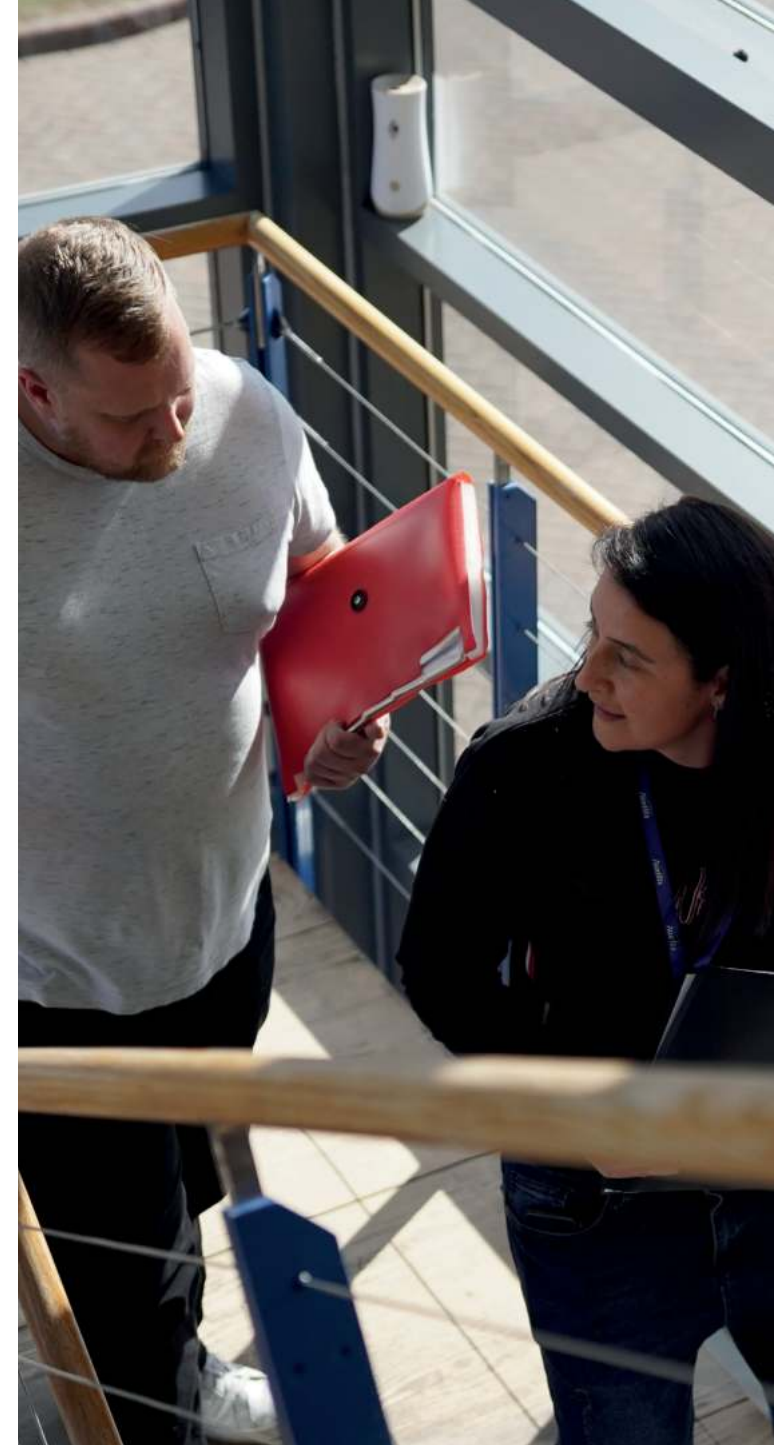
## Refresher Training

Throughout your time at Auxillis there'll be a need to refresh existing skills, check your knowledge and to learn new skills.

Refresher training sessions are regularly held to inform teams of new products or changes to existing ones, new partner arrangements as well as changes in processes and procedures that may be needed to improve service or meet new regulatory requirements.

## Leadership Development

Our leadership development programme identifies talented advisors and team managers we believe have the skills and potential to progress within the business. The scheme aims to develop skills and competencies we expect to see in this group, preparing them to take up key leadership roles in the future.



# Colleague Benefits

To attract high quality talented people, Auxillis provide competitive salaries with progression for performance and experience. In addition, we also offer target related bonus payments and a range of other valuable benefits including:

## Performance Bonuses

All Contact Centre and Collections Advisors can earn a bonus for achieving their target.

## Training and Development

Our Learning and Development team provide technical and soft skills training to equip you for your role and develop you for internal opportunities.

## Refer a Friend

Referring a friend is easy and can earn you up to £1,000 - £400 when your friend starts work and £600 when they pass their probation. Just think what you could spend that little extra on!

## Workplace Pension Scheme

After 3 months you will be enrolled in our Aviva pension scheme to which you will contribute 5% of your earnings matched by a 3% contribution from Auxillis of your eligible earnings. You can also benefit from 20% off other Aviva products.

## Save As You Earn

The Scheme is an opportunity for UK permanent employees with at least 6 months service to buy shares in Redde Northgate plc at a discounted price, using savings accumulated over a 3 year period.

## Cycle2Work Scheme

Cycle2Work is a salary sacrifice scheme which offers the most cost-effective way to get new cycling equipment, saving you between 32% and 42% on your new bike and accessories.

## New Car Scheme

If you're looking to acquire a brand new vehicle you will have access to either our Salary Sacrifice Car Scheme, or Personal Contract Hire Car Scheme.

## Gym Membership

Our GymFlex scheme helps to make big savings (of up to 40% off) on 12-month gym memberships at over 3,300 of the leading gyms and fitness centres across the UK, paid monthly through a direct deduction off your net pay.

## O2 Discount

All colleagues can enjoy O2 Open discounts on qualifying Airtime Plans for phones and tablets. There are also regular perks, prizes and surprises from Priority.

## Techscheme Discounts

Love having the latest gadgets? Through our Salary Sacrifice Techscheme with Currys PC World, you can save up to 12% in National Insurance contributions (NIC) and you get to spread the cost over 12 months too.

## Merlin Entertainment Day-Out Discounts

Discounted pricing when purchasing Merlin Entertainment theme park and attraction tickets, making a great saving.

## EV Charge Point Discount

All colleagues and their friends and family can benefit from an amazing £100 discount off an EV ChargePoint and installation by sister company ChargedEV.

## Eye Care Vouchers

If you use a VDU as part of your role; you are entitled to an eye care voucher for a free eye test every two years and a contribution of £45 towards new glasses.

## Colleague Assistance Programme

Through Aviva's Colleague Assistance Programme, all colleagues have access to 24-hour personal assistance from a qualified adviser.

## Discounted Vehicle Maintenance

Our nationwide network of workshops is available to colleagues and their family members, for the maintenance of their personal cars, at a significantly reduced rate.

## Van Monster Discount

All colleagues and their immediate family members who are looking to purchase a used van can benefit from a £250 Van Monster discount

## Dental Insurance Discount

We have a discounted rate for Bupa's Dental Plan which provides you with a range of valuable cash benefits and services. You will receive money back, up to set limits, towards the cost of your routine dental care.

## Life Assurance

All colleagues (up to the age of 75) enjoy the benefit of Life Assurance Cover of twice annual salary whilst working for the business. You may nominate the beneficiaries of any payment that is made.

## Will Writing Service

Discounted Will preparation available to colleagues, friends and family through our sister company NewLaw. For colleagues a single Will would cost just £40 + VAT or £60 + VAT for a mirror Will

Full details available on request



# Workplace Benefits

As well as our corporate benefits, as a great employer Auxillis offer a range of great workplace advantages:

## Annual Leave

Enjoy 24 days annual leave, rising to 26 with length of service. You'll have public holidays too and even an extra day off to celebrate your birthday!

## Paid Breaks

All our Contact Centre advisors automatically qualify for daily paid rest breaks on top of their lunch break - up to 2 1/2 hours per week.

## Free Parking

We have over free parking spaces on site, with additional overflow parking. Special provisions are made for late shift parking.

## Free Tea and Coffee

Free tea and coffee is available throughout the day from vending machines located in our diner. There are also vending machines from which you can purchase cold drinks, sweets and snacks.

## Health and Wellbeing

Work is a big part of everyone's life and we want every one of our team to feel their best physically and mentally. As a Better Health at Work Silver Award business there are regular health initiatives to create awareness and provide real help.

## Pop-Up Shops

We have a regular visits from confectionary, fashion, cosmetics and artisan food retailers, providing you with an opportunity to pick up a great gift or treat yourself.

## Shower Facilities

For those who like to cycle to and from work or visit the gym in the morning or lunchtime we have onsite shower facilities.

## Charity and Team Activities

Our colleague forum 'The Hive' is responsible for communication, colleague driven business improvement and for arranging many colleague events especially in support of local charities - and our famed annual 'Sports Day'.

## Free WiFi

Free secure WiFi connection is available in our diner and break areas allowing colleagues to enjoy free internet access during free time. We also provide desktop computers available for use at breaks and lunchtime.

## Onsite EV Charging

With more of us opting for fully electric or hybrid vehicles, we have installed charging points in our car park. So you'll be able to charge your car while you work and at a reduced rate too!

*Full details available on request*

