

Join Our Team

Quick Content (click on the section title to jump to that part of the PDF)

1 Working for Auxillis

2 Auxillis at a Glance

3 What We Do

4 Quality and Service

5 What Our Customers Say

6 Key Roles

7 Application Process

8 Preparing For Interview

9 Starting at Auxillis

10 Benefits

Working for Auxillis

Auxillis (part of Redde Northgate plc) is one of the UK's leading providers of accident services to motorists, on behalf of some of the country's largest insurers, brokers, automotive manufacturers and dealerships. The Fleet team provide the hire vehicle services operating a Fleet of over 13,000 vehicles including: domestic, prestige and luxury cars, motorcycles, light commercial vehicles and taxis as well as many of the latest electric and hybrid models. Offering over 60 vehicle classes, we can also supply specialist modified vehicles for disabled drivers and dual control. All vehicles are supplied with insurance cover, roadside assistance and sufficient fuel to enable immediate use.

49% of our team have been employed with us for more than 3 years;

5.5 average number of years our team members have been employed by us;

+90% of all Branch Manager appointments are internal candidates;

Owning and operating our own Fleet provides us with flexibility and control of our service, however we have developed strong relationships with other hire providers

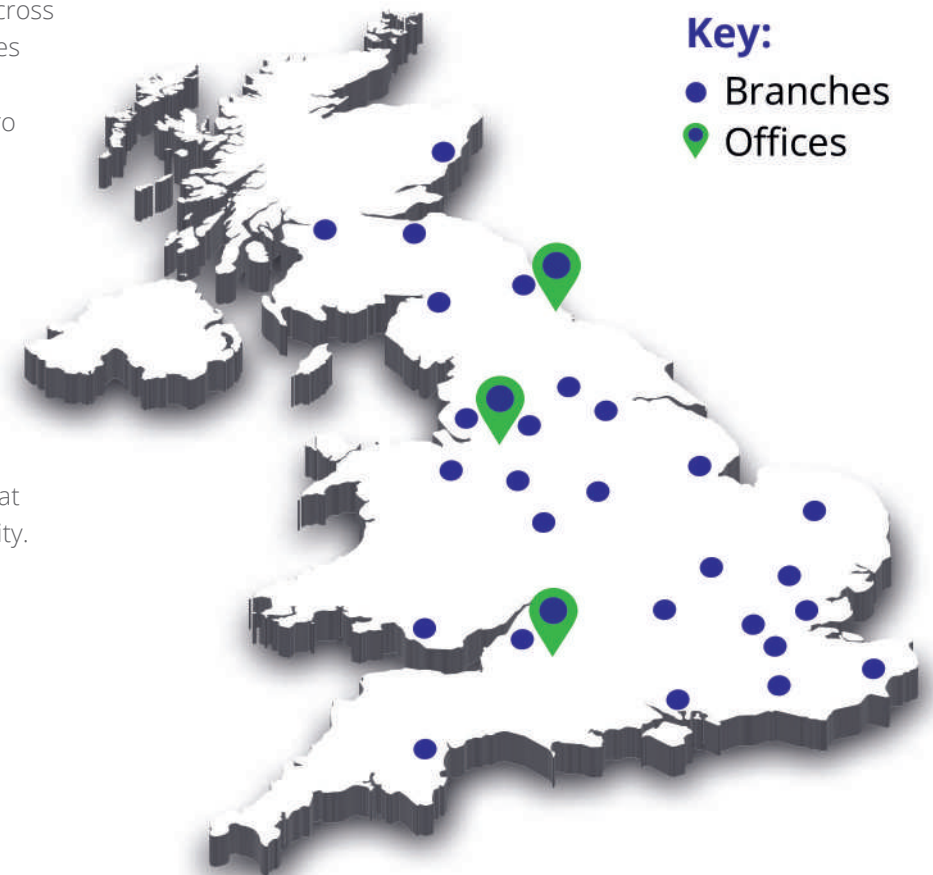
to ensure we can meet demand spikes anywhere in the UK, as well as meeting marque and model requirements. We regularly rotate our Fleet with an average vehicle age of less than 18 months.

Operating a network of 60 branches across the country, we are able to hold vehicles nationwide and provide UK coverage. This combined with our Fleet of 50 Euro 5 Fiat Ducato transporters, enables us to respond quickly and effectively to vehicle delivery and collection needs, regularly achieving average delivery and collection SLAs of over 99% and 96% respectively.

All Fleet vehicles are electronically tracked enabling them to be automatically 'off hired' through alerts at bodyshops, as well as improving security.

Our Branches

In addition to our branch network we have 3 operational offices.



Auxillis at a Glance



Established

Launched 1992
Turnover £1.49bn
(Group 2023)



Workforce

600 Drivers
100 Support Team



Partners

Insurers, Brokers,
Automotive Manufacturers
and Dealerships



Vehicles

Fleet 13,000
60 vehicle groups



Logistics

60 Branches
50 Transporters



Distribution

Deliveries and Collections
of 181,000 vehicles



Repairs

40,000+ vehicles repaired
Over 300 repairers



Quality

99% Right First Time
SLAs 99% Delivery
96% Collection

What We Do

Partnering with many high profile UK insurers, brokers automotive manufacturers and dealerships we provide essential service to their policyholders. Supplying hire vehicles on a credit hire, temporary hire and intervention basis, we offer a wide range of vehicles including specialist vehicles such as dual control and those modified for disabled drivers. All vehicles are supplied with insurance cover, roadside assistance and fuel - sufficient to allow the customer to use the vehicle immediately.

Our Fleet of over 13,000 vehicles includes popular domestic models, hatchback and estate variants as well as people carriers, 4x4 and sports ranges. Prestige and luxury models (e.g. Bentley and Ferrari) are also held on our Fleet to meet specific customer needs. Whilst our owned Fleet provides greater flexibility and control of our service delivery, we have strong relationships with the

major UK hire providers to ensure we can meet demand spikes anywhere in the UK as well as meeting specific marque and model needs. Our many years of experience has helped us develop an excellent understanding of vehicle demand and to optimise our Fleet mix.

All Fleet vehicles are electronically tracked, enabling Auxillis to automatically 'off hire' as soon as we are alerted that a vehicle has been dropped off at a bodyshop. Electronic tracking also improves our Fleet security, identifying vehicles that may be at 'risk', recovering those that are stolen and simplifying inventory control.

Providing full UK coverage, Auxillis operates a network of 60 branches. This combined with our Fleet of 50 Euro 5 Fiat Ducato based transporters allows us to provide a high level of responsiveness to vehicle delivery and

collection requests - on average delivery SLAs are met 99% and collection SLAs 97%. We employ over 600 drivers and a branch support team of over 100, with all deliveries and collections carried out by trained and uniformed drivers. Critical to the overall service quality, as a driver you are trained to answer customer queries on delivery and to offer to demonstrate the vehicle features and their operation. For vehicle deliveries and collections you are expected to be prompt and throughout behave in a friendly and courteous manner.

reddenORTHGATE

Established in 1992, Auxillis is part of Redde Northgate plc. Redde Northgate employs over 5,500 people and has a turnover in excess of £1.49 bn (2023). It is listed on the London Stock Exchange and is included in FTSE 250.

Other Redde Northgate subsidiary companies include:



Quality and Service

Our business is focused on ensuring all our customers experience the highest quality of service, and it is this commitment to deliver only the best - our 99.9% customer satisfaction - that we look for in new recruits to our team.

From the presentation of the vehicle to delivery, handover and collection, we aim to ensure the highest levels of service are achieved. Each month our Customer Satisfaction Survey (CSS) is emailed to every customer for whom we have provided services. We obtain feedback from almost 4,000 customers each month, surveying each

element of the service - with several specific questions about the hire vehicle, delivery and collection - to ensure we are delivering consistently high levels of customer satisfaction. We also closely monitor that delivery and collection is meeting delivery service standards of 99% and collection 96%. We also measure our Net Promoter Score (NPS), our 12 month rolling average score is 64.

In addition to internal measurement of our service delivery, we also monitor customer review and rating sites. We have 4 and 5 star ratings on the main consumer sites, Trustpilot,

Google, Review Centre, Yell and Reviews.io.

We monitor all social media and communicate directly with customers raising issues or concerns, answering or resolving them - in many circumstances resolving the issue off line. As well as social media we monitor online consumer forums e.g. MoneySavingExpert, and ConsumerActionGroup, providing comments and input to consumer issues that are raised - resolving them where possible.



Overall Service

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



Recommend The Service

9 out of 10 customers would recommend the service.



Use The Services Again

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



What Our Customers Say

There is no better way to understand our approach to service than to hear it from our customers. The following are some comments that customers have provided in our Customer Satisfaction Survey about the service that the Fleet team provided:

The drivers were outstanding, friendly and very approachable. I couldn't fault your employees and think you have tremendous staff

S. Bailey

The driver who delivered the car was brilliant, went through all the checks, explained everything in detail. A lovely man good sense of humour

S. Faulkner

Both drivers were excellent and explained everything really well, most impressed with the service

R. Flynn

Very efficient service. I phoned up in the afternoon to off hire the vehicle and within two hours it had been collected. Excellent service and nice friendly drivers.

J. Gibbs

Fantastic service - vehicle available when I arrived home from work, great vehicle equal to my damaged vehicle

A. Lazarus

All staff were very helpful at a difficult upsetting time and made everything straightforward

J. Hunt

Very helpful, polite and pleasant. Easy and a pleasure to deal with

L. Mair

Extremely polite and informative. Explained, in detail, the car inside and out to my complete satisfaction. First class.

P. Porteous

Cheerful friendly pick up staff, quick and easy handover of vehicle

M. Langhorn

Vehicle arrived & collected on scheduled times, very prompt & reliable service

M. Donaldson

Key Roles



Customer Service Agent

Based in a dynamic branch, you will be responsible for liaising with members of the public and colleagues from internal departments, as well as co-ordinating the delivery and collection of vehicles.

As a key customer contact, you will maintain accurate records and reports in line with company standards.

Experience in a customer-facing, administrative role is essential, along with the ability to deal with a wide variety of tasks and enquiries. Whilst experience in the car hire, motor trade or bodyshop/repair sector

would be beneficial, your personality, and being able to demonstrate a reliable, dependable and stable work history, along with the enthusiasm are key to this role.

A full UK/EU driving licence is essential, along with a good level of literacy/numeracy and knowledge of day to day office IT such as: email, MS Word & MS Excel. From there, we can provide you with the support you need to learn our systems and how we work.



Service Delivery Driver

Our Service Delivery Drivers enjoy a varied and interesting role based in busy branch offices, spending most time delivering and collecting vehicles from customers within a 2 hour radius.

You are the face of the business, delivering a great experience to everyone you deal with - demonstrating the vehicle to answering questions. You will also help maintain the vehicles, valeting, cleaning and checking roadworthiness. If you have administration experience, you may also help answering branch phone calls, or completing customer records during peak times.

Experience in a customer-facing driving role or an environment where excellent customer service is important. Knowledge of the local road network is ideal and experience in a similar role or as an IAM or ex-emergency services driver is advantageous.

Whatever your background, we provide training to develop your skills and get the most out of your role in our busy, enjoyable environment.

Application Process

Applying for a role at Auxillis is quick and easy.



Application

Visit our website at auxillis.com/careers or send your CV and contact details to us at careers@auxillis.com or post to Redmond House, Fern Court, Bracken Hill Business Park, Peterlee, SR8 2RR. Applications are forwarded to the appropriate Branch Manager for consideration.



Telephone Interview

If you are shortlisted for the role you will be invited for an interview at the branch. The face to face interview will be conducted by the Branch Manager and will last approximately 45 minutes to 1 hour. The aim is to meet you in person to get a good idea of your skills, experience and personality. Remember this is also an important opportunity for you to visit our branch, meet us and ask any questions you may have. You will be asked to complete a number of forms to provide important pre-employment information. **Remember to bring your driving licence to the interview, we will need to see it and check it with the DVLA and as part of our CRB checks.**



Face-to-Face Interview

If you have applied for a driving role you will be required to complete a short driving assessment as part of your interview. There are two parts to the assessment which should take approximately 40 minutes. You will be asked to complete a theory test and also to drive one of our vehicles whilst a member of our team observes and assesses your driving skills on public roads around the branch.

Preparing for Interview

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



Telephone Interview

- Do some preparation, look again at your CV, visit our website and check the job role again so you can recall important details. Making a note of any questions you would 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 are unclear or uncertain about.

Face-to-Face Interview

- For driving roles you will be asked to complete a driving assessment which will last approximately 40 minutes and consist of a short theory test and assessment of your driving skills.
- Refreshing your knowledge of the highway code and driving test theory can help with the theory part of the assessment.
- You will be asked to drive one of our Fleet vehicles for the assessment on roads near the branch directed by the assessor - this will normally be the Branch Manager.
- As much as possible, try to relax during the driving assessment. The aim is to gauge your driving skills and style.

Starting at Auxillis



We will normally inform you by telephone within 24 hours of your face to face interview if you have been successful and will send an email confirming your offer of employment. Once you confirm your acceptance, we will post your Offer Pack, containing two copies of the Written Statement of Particulars (you will need to remember to sign and return one copy) and we will contact the references you have provided.

It is important to note that all offers of employment are subject to satisfactory references and background checks, and to meet employment legislation we are also required to confirm your identity and entitlement to work in the UK.

Usually we will agree a start date with you when we contact you to confirm you have been successful. When you start work we will issue you with your uniform, mobile phone and fuel card and you will begin our full Induction Programme, which includes: customer service, health and safety and branch procedures training.

All new starters must complete a six month probationary period, although this may be signed off at any time after 3 months for exceptional performance. Throughout your probationary period regular driving assessments will be conducted to gauge your driving performance.

Workplace Benefits

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

Annual Leave

Pro-rata annual leave entitlement (starting at 24 days, rising to 26 with service, (excl. bank holidays) plus an extra day off for your birthday!

Paid Breaks

All drivers automatically qualify for paid break periods.

Health and Wellbeing

Work is such a big part of everyone's life. As Wellbeing at Work Silver Award company we want each member of our team to feel their best physically and mentally.

Training and Development

We provide technical and soft skills training to equip colleagues for their role and to help them develop their skills and career potential.

Full details available on request

Colleague Benefits

Everyone can access our range of colleague benefits, including an array of work and lifestyle benefits reflecting the importance of a good work/life balance.

Performance Bonuses

All Drivers can earn a fantastic quarterly bonus for achieving their targets.

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.

Full details available on request

 careers@auxillis.com

 www.auxillis.com

QUICK CONTENT



Colleague Benefits (continued)

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

 careers@auxillis.com

 www.auxillis.com

QUICK CONTENT

