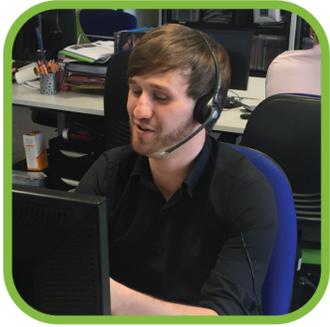


# Case Studies 5-7



“being a part of a great team”

**Luca Farolfi**  
Sales Advisor

**My journey so far:**

I joined NCI in July 2011 when I was 18 years old as a sales advisor and over the last 5 years I have progressed from a level 1 to a level 6 within the sales department. I have now learned how to sell 10+ different products to a range of consumers and businesses.

I had a 6 month break during this time where I worked in the renewals department before moving back to the sales team bringing further knowledge and experience in a more customer-focused environment. In my role, I now look into coaching and developing team members within sales to encourage their progression as well as my own. I am also still an active member of the sales team and keep involved in the actual selling aspect of the role and this allows me to accurately advise colleagues of new and existing process enquiries.

In 2015, I was given the opportunity to complete a first aid course that gave me further responsibilities within the company, I also completed a customer service apprenticeship with the college that has given me a wealth of knowledge I have applied to my role. Moving forward, I will strive to progress further in my role into a team leader and look forward to the new and exciting opportunities and challenges that NCI bring.

**What makes me stay at NCI?**

There is a list of things that make me stay, but I will highlight my top 5:

**Progression;** I have moved up multiple levels during my career at NCI and will continue to take on more responsibilities.

**Colleagues;** since my first day at NCI, I have gained some good friends and colleagues in all areas of the business which make the less exciting aspects of the role more enjoyable.

**Bonus;** in sales, the bonus scheme is particularly good, if audits are passed and targets are exceeded, bonus payments can almost double the basic wage!

**Overtime;** In sales there is always a lot of overtime available which can not only increase your monthly pay but also means more sales can be made and therefore more bonus can be made!

**Flexibility;** this is a big one for me as I have a busy social life and the fact that I can usually work my business life around my social life is very attractive to me and colleagues are usually happy to chop and change shifts and do each other favours.

**What I would tell an applicant who is applying to NCI?**

If you want to join an exciting business with the opportunities to progress in your own personal development as well as being a part of a great team then join us at NCI.



“things don't stand still and therefore neither do the opportunities”

**Laura Radcliffe**  
Group Training Manager

**My journey so far:**

I joined NCI in 2004 at the very start of my full time working career. If I'm honest I wasn't sure NCI would be for me but after only a short period of time that view soon changed and almost 12 years later here I am in yet another new developmental stage of the business and my own personal development.

My initial role in the company was to service breakdown clients by ensuring documentation was issued, phones were answered and follow ups were carried out. From this I was given the opportunity to develop a renewal procedure and implement this throughout the business which then resulted in me leading a small renewals team that was successful in achieving increased renewal retention. From there I went on to become Section Head of the breakdown team which handled all new business, renewals, customer service and administration elements of the business.

As the business continued to grow and develop as did the need to make departments more specific in what they handled and I then became Customer Service Manager for all products and services which brought me right up until I went on maternity leave in 2015. In 2016 I returned to work in my current capacity as Group Training Manager where I have been tasked with utilising all the skills I have learnt over the years to ensure that there is a consistent approach to training and development. This role allows me to invest time back into employees learning, to not only increase service standards but to continue to develop individuals. I am proud of what I have achieved so far and what NCI continues to strive to be and I am excited to see what the future brings.

**What makes me stay at NCI?**

The two main reasons why I continue to work at NCI are simply; things don't stand still and therefore neither do the opportunities and the people.

**What would you tell an applicant who is applying to NCI?**

NCI is a company that is constantly growing and developing and therefore it provides employees with opportunity to do the same. The variety of departments and diverse roles also create options for internal career development and change.



“be a part of this unique and expanding business”

**Edward Hardcastle**  
Senior Pet Claims Handler

**My journey so far:**

I started working for NCI in March 2014, I was very pleased to find an insurance company that was covering pet insurance in my home town of Harrogate. I started in the pet claims team and was trained up to handle breakdown calls and motor claims alongside the pet claims role. This was very interesting for me, nothing I had experienced before and a welcome challenge.

I quickly became a strong member of the team in assisting the over flow and moved onto pet assessment. It was a very busy and exciting time over the summer of 2014, we changed from Cover4Pets to NCI Pet Insurance, took on AXA's book of business and launched a new software system. I was advised in my first weeks that NCI was always developing, this could not have been more accurate. I quickly became trained up on the new software and as a result I had to adjust my own personal working style to accommodate the high demand for pet claims. Through the help, dedication and guidance of my team leader I was developed into a strong key player within the team. It has always been an incredibly exciting time to work within the pet department and it is constantly developing, as am I. Further to my own development in my job, I have also undertaken the NVQ scheme that NCI have introduced. I took this on to develop myself even further in my job role and I have found this to be very beneficial and enjoyable.

NCI is a fantastic place to work, as I have been invested in and I feel as though there is no limit to what I can achieve. I would say to anyone looking for a company to join, where you can progress and get some real results then NCI is a great company to be a part of. I am one of many who have progressed within NCI and there is plenty more room for growth and development. There is a very positive atmosphere within all the departments. It is really unlike anywhere else that I have worked before and it just keeps getting better.

During my employment at NCI, I have grown into a stronger employee and developed skills that I use daily. I would recommend NCI to anyone starting out a new career path or change. The hard work really does pay off and I am very pleased to be a part of this unique and expanding business.

