

Case Studies 1 - 4

“opportunity to push yourself and continue to develop”

Charlotte Corps
Internal Call and File Auditor

My journey so far:

I first joined Jigsaw Insurance in 2012, I had no real plan of what I wanted to do as a career and in all honesty I thought it would be a good job until I figured out what I really wanted to do. It wasn't long before I realised I wanted to stay at Jigsaw Insurance and continue to build my knowledge through various departments. I first started as a junior administrator, which involved ensuring documentation was franked and issued, opening the post and contacting clients regarding arrears and any missing information from their policy.

After a year I decided I was ready for a new challenge and the opportunity to move over to the Customer Service team arose. This involved taking inbound calls from clients and dealing with a wide range of queries such as cancellations, taking payments, midterm adjustments and much more. I was able to work my way up the Customer Service Team and became a senior dealing with the more complex calls.

During my time in the Customer Service Team, the opportunity to study for a qualification came up which I have now completed and went on to complete the higher level too. This was great and really helped me to build on skills I already had. In August 2015 a job role in Business Support was advertised, this was for an Internal File and Call Auditor. I decided to apply and went through several interviews and due to the experience I had gained, was successful in the promotion. I am really proud of what I have achieved so far in my career at Jigsaw Insurance and am genuinely excited to see what else is to come.

What makes me stay at Jigsaw Insurance?

I think the reason I have stayed at Jigsaw Insurance for 7 years is the fact there is always opportunity to push yourself and continue to develop, this is the reason I hope to stay here for many more years.

What would you tell an applicant who is applying to Jigsaw Insurance?

Jigsaw Insurance is a company that offers opportunity for you to excel and grow, both personally and professionally within the company. Jigsaw Insurance continues to grow in many ways which allows employees to do the same.

“Jigsaw Insurance will always have new opportunities available”

Lucinda McClelland
Training and Development Officer

My journey so far:

I joined Jigsaw Insurance in April 2011 as a 16 year old office junior. This was my first ever job and being so young in an adult environment, I was unsure how I would fit in.

My role started by manually processing card payments for breakdown policies, collating letters together and organising the post. I was then able to join the newly created admin team which involved processing customer documents, cancellations and change requests. I worked my way up the team to be a point of referral and helped train new starters to the team.

In December 2014 I was able to transfer to the Customer Service Team to apply my knowledge and skills to that role then moving up to Customer Service Team Leader in November 2016.

From being Customer Service Team Leader, in March 2018 an opportunity arose for me to be the Training and Development Officer, which now involves logging all training completed within the business. The creation and delivery of training is a huge aspect of my role along with guiding and coaching employees within the business on their own and their team's training requirements. Jigsaw Insurance has been a good learning curve for me and I wouldn't have thought I would have gained so much industry knowledge and experience.

What makes me stay at Jigsaw Insurance?

I enjoy my role and the feel that Jigsaw Insurance will always have new opportunities available.

What would you tell an applicant who is applying to Jigsaw Insurance?

As long as you give 100% to your role, Jigsaw Insurance will do the same in looking after you.

“Jigsaw Insurance gives back what you put in”

Rachael Matthewman
Claims Team Leader

My journey so far:

I joined Jigsaw Insurance in October 2011 following university. Initially, I only intended to stay until I found a job which would use my degree; however my role quickly developed and made use of my transferrable skills I developed whilst at university.

I started as a claims handler, dealing mainly with assisting people who had broken down, but also taking motor and pet claims calls. As the claim volumes for the new pet insurance product began increasing, I assisted in assessing pet claims. I also dealt with all complaints for the claims department along with helping to train new members of the team.

Having worked my way up through the team, I am currently the Claims Team Leader for the Pet Department. It's a challenging and fast paced job, but being able to help customers and my team makes it all worth it. Through my role I have been involved in many projects, from changes in underwriters, creation of new products and improvements to existing products and systems. I've been involved in the Charity Committee and I'm one of the first aiders. The company has provided me with some excellent training opportunities; I've completed the Foundation Insurance Test through the Chartered Institute of Insurance, a Leadership Development Programme, and I'm currently working towards my Certificate in Insurance, to name but a few. No two days are ever the same meaning that the job remains interesting and the company is always moving forwards.

What makes me stay at Jigsaw Insurance?

There is a very friendly and supportive atmosphere at Jigsaw Insurance; not just between the front line staff, but all the way up through the team leaders, managers and directors. This community feeling, along with the fact that nothing stays the same, make Jigsaw Insurance a great and interesting place to work.

What would I tell an applicant who is applying to Jigsaw Insurance?

Jigsaw Insurance gives back what you put in. If you are willing to work for it, there are many opportunities to help the company grow and develop and in turn for you to do the same. There are clear career progression routes and the company is very supportive of its staff.

“Jigsaw Insurance is a great company which rewards hard work”

Ellie McCarthy
Account Manager

My journey so far:

I joined Jigsaw Insurance in December 2011 as an Administrator with the plan of this being short term due to my commute into the office. Soon after I joined I really enjoyed my role and the team that I worked with, the main tasks in Admin were processing clients documents, chasing payments, cancelling policies and also keying policies into the system.

In April 2013 I moved over to the Customer Service Team as I really enjoyed speaking to customers and helping them, soon after moving over I progressed into a Senior role where I was responsible for training newer members of the team and being a referral point for less experienced staff. My next progression was into a Supervisor position where I worked alongside two other Supervisors and looked after the team of people who sat on my bank of desks, I really enjoyed managing people and helping them to achieve their goals. In November 2014 a Team Leader position was created for Customer Service which was a new position, I applied for the role and was successful.

I was then responsible for managing the whole team and moved away from the day to day phone calls. Some of the tasks I was responsible for were recruitment, one to one monthly meetings, complaints, appraisals, monitoring the team's performance and ensuring training was carried out where necessary. In November 2016 I moved across to the External Sales Team as an Account Manager, I really enjoy speaking to people and providing a good service which this role allows me to do through managing and developing our existing accounts whilst also developing new opportunities.

What makes me stay at Jigsaw Insurance?

I really enjoy my role and the people who I work with, I have continued to progress since I joined which has kept me engaged in my role.

What would you tell an applicant applying to Jigsaw Insurance?

Jigsaw Insurance is a good company to work for, everyone is so supportive and as long as you're willing to put in the work there are clear progression routes.