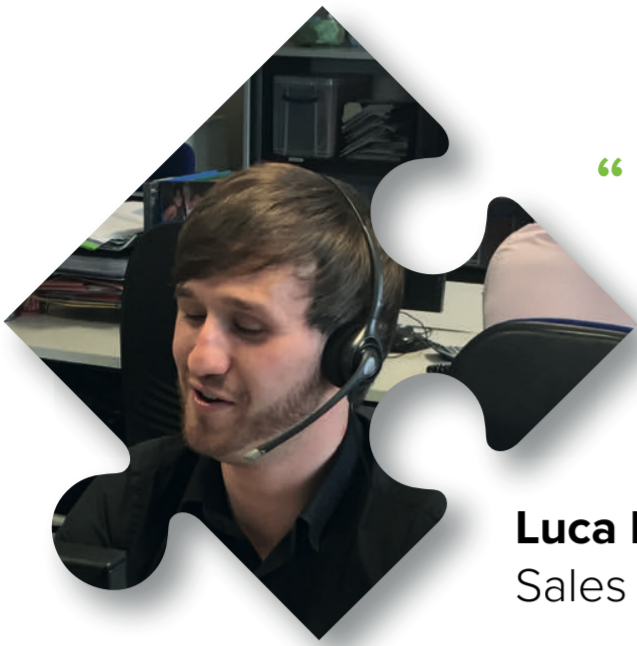


Case Studies 5 - 7



“being a part of a great team”

Luca Farolfi
Sales Team Leader

My journey so far:

I joined Jigsaw Insurance in July 2011 when I was 18 years old as a sales advisor and over the last 8 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 Jigsaw Insurance bring.

What makes me stay at Jigsaw Insurance?

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 Jigsaw Insurance and will continue to take on more responsibilities.

Colleagues; since my first day at Jigsaw Insurance, 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 Jigsaw Insurance?

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 Jigsaw Insurance.



“be a part of this unique and expanding business”

Edward Hardcastle
Claims Supervisor

My journey so far:

I started working at Jigsaw Insurance in March 2014 in the pet claims team; I was very pleased to have found an insurance company that was providing excellent pet insurance in my home town. I quickly started to enjoy the role and there was a great atmosphere. It was an exciting time over the summer of 2014, as we changed from Cover4Pets to NCI Pet Insurance. We also took on AXA's book of business and launched a new software system.

Through the help, dedication and guidance of my team I developed into a strong key player within the team whilst still learning. I was told in my first few weeks that Jigsaw Insurance was always developing and this could not have been more accurate.

It has been incredibly exciting to work within the pet department and we are constantly developing everyone within the team. I have been promoted to Pet Claims Supervisor in recent months and could not be prouder of the team around me.

What makes me stay at Jigsaw Insurance?

Jigsaw Insurance is a fantastic place to work, they have invested in me so much over the years and I feel as though there is no limit to what we can achieve. This is the main reason that I have continued to work within the pet department as they are constantly investing in people and technology.

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

I would say to anyone that is looking for a real career, Jigsaw Insurance is certainly the place to do it, not just to gain experience but to really find a work role you enjoy. I am one of many people who have progressed within Jigsaw Insurance and there is plenty more room for growth. The hard work really does pay off and I am very pleased to be a part of this unique and expanding business.



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

Laura Radcliffe
Group Training & Audit Manager

My journey so far:

I joined Jigsaw Insurance in 2004 at the very start of my full time working career. If I'm honest I wasn't sure Jigsaw Insurance would be for me but after only a short period of time that view soon changed and 15 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. This 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.

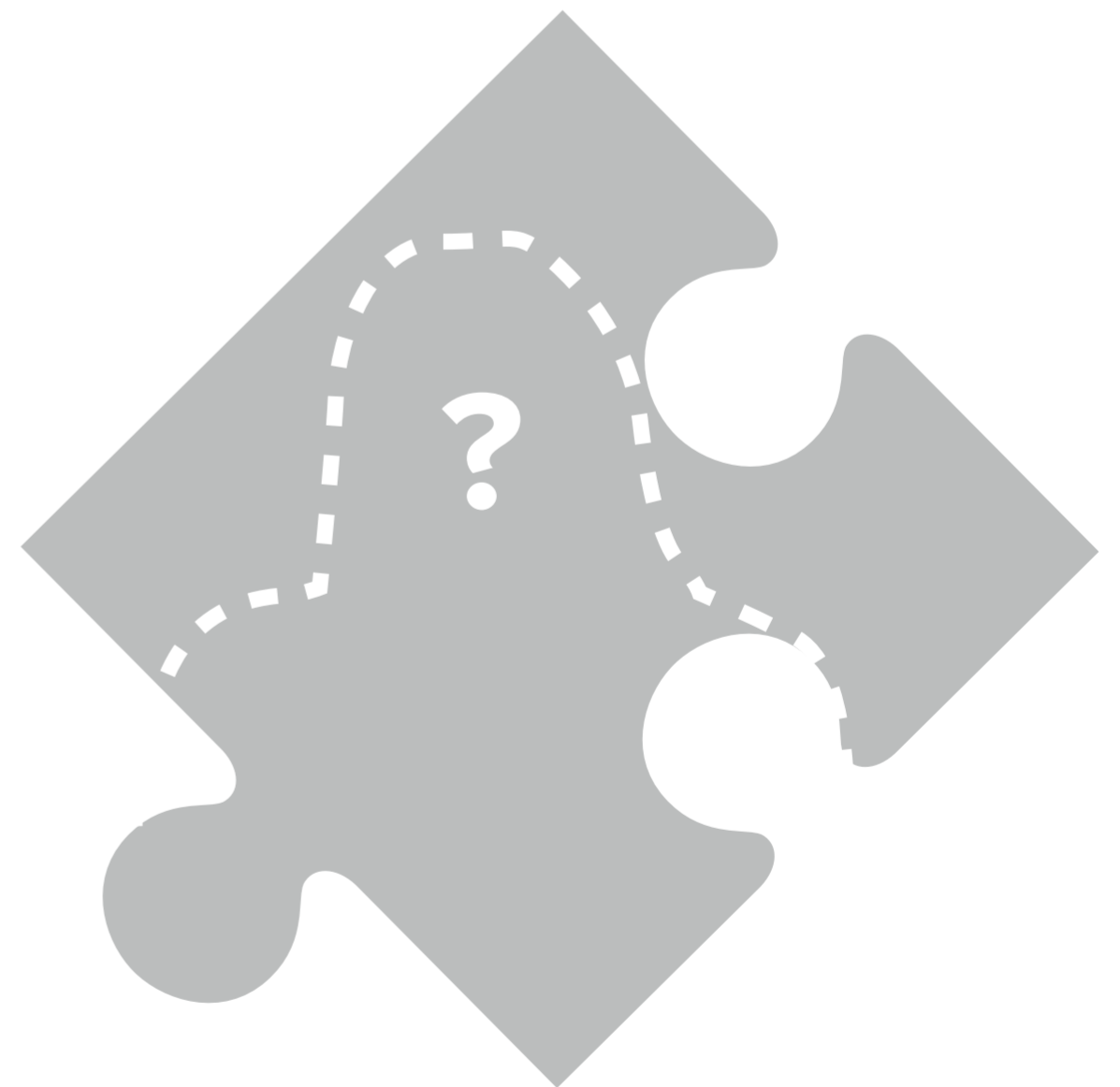
As the business continued to grow and develop, as did the need to make departments more specific in what they handled and I then became Customer Service Manager for all products and services which brought me right up until I went on maternity leave in 2015. In 2016 I returned to work in a new role as Group Training Manager where I was tasked with utilising all the skills I had learnt over the years to ensure that there was a consistent approach to training and development. In 2018 I went on maternity leave to have my second little boy and returned to work in June 2019 into another new role as Training and Audit Manager. This role continues to allow me to invest time back into employees learning, to not only increase service standards but to continue to develop individuals. It also provides a direct link between Audit and Training helping the business to implement training improvement strategies. I am proud of what I have achieved so far and what Jigsaw Insurance continues to strive to be and I am excited to see what the future brings.

What makes me stay at Jigsaw Insurance?

The two main reasons why I continue to work at Jigsaw Insurance 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 Jigsaw Insurance?

Jigsaw Insurance 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.



What can Jigsaw Insurance do for you?

