

CAREER PROGRESSION STORY

Brand Manager- Wiser Connect

Why did you decide on a career in Insurance, and what were you doing beforehand?

When I finished College studying sport my original plan was to go into something relating to this but I quickly found out that the money was very low for people working in places like leisure centre's or sports coaches. I researched and found out about A quote insurance, I knew someone that worked there so asked them about the industry and the pay and found it to be extremely appealing due to insurance/financial market being one of the biggest employers in the country and also the progression and salaries are some of the highest as well.

What was your first job role within insurance and what year was this?

My first job was as a customer service consultant in 2007.. I Joined Be Wiser insurance in 2010 as a customer service consultant and have been promoted nearly every year since being here.

What did you do to develop and take the progression steps to get to your current role?

If you want to progress you have to pursue it and take ownership, you won't progress without hard work, however if you do put the work in then the rewards will come. I made sure that I put myself forward at every opportunity I could, even if I didn't feel I was ready as it gets you noticed, I always made it known of my hunger to succeed and still do this now.

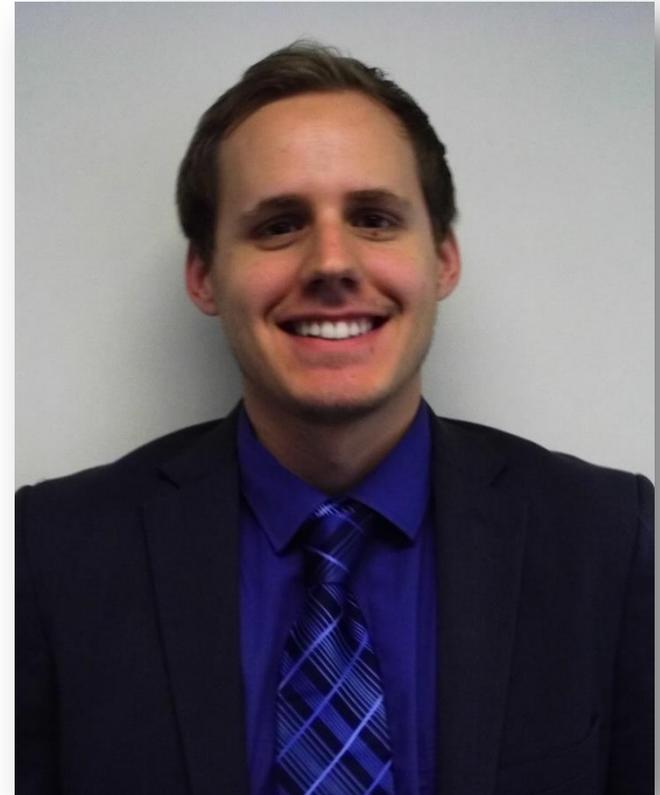
I made sure that during every management training session I took in every bit of information I could get my hands on and used it within any role I was in at the time to develop myself and improve my leadership skills to enable me to take the next step when the opportunity became available.

What do you like most about working within the Insurance industry?

The progression routes are massive within insurance as it is always growing and there is a such a vast amount of differing roles to move into. It is also an industry that it is always changing in terms of regulations so constant learning is required and there are new challenges to face every day.

What has working within the Insurance industry and Be Wiser given you?

Be Wiser has given me a platform to develop myself to my full potential and work to my goals. I Joined as a phone agent and it has enabled me to progress to a senior management position within a short space of time. Be Wiser are very much about progression and have a lot of Training programmes in place for people to aim high and continue to develop everyone regardless of their position within the company.



Adam Dennis

CAREER PROGRESSION STORY

Manager- Quote Wiser Sales

Why did you decide on a career in Insurance, and what were you doing beforehand?

Before I started at Be Wiser I was a landscape gardener breaking my back in all kinds of weather for minimum wage. If I'm honest I was looking to start a job in an office environment and there was a lot of talk about this relatively new company in Andover called Be Wiser and I thought it would be a great opportunity to get my foot in the door and work my way up in the company.

What was your first job role within insurance and what year was this?

My first role for Be Wiser was a trainee sales consultant. That was in February 2010.

What did you do to develop and take the progression steps to get to your current role?

When I started I was keen to be the best at what I do and maximise my earnings. I took advantage of the overtime that was on offer and made sure all my KPI's were met in order for me to hit my full bonus. I found that having the freedom to ask people from all different levels from TL all the way up to my own director of operations questions helped massively. They were more than happy to let me know what I need to do to progress to the next level in my career and within 12 months of working hard for the company I was promoted to a Sales Team Leader. After being promoted to TL I made sure I was doing anything in my power to have the top performing team, taking advantage of any training that was on hand and putting it into practice in my role. Even when I mentioned in passing to my director of operations that I would like to learn more about Microsoft Excel he took the time to teach me himself. I also asked my sales managers what their daily routine and responsibilities were . . . preparing myself for the next step. After just under four years of being a TL I was promoted to sales manager level.

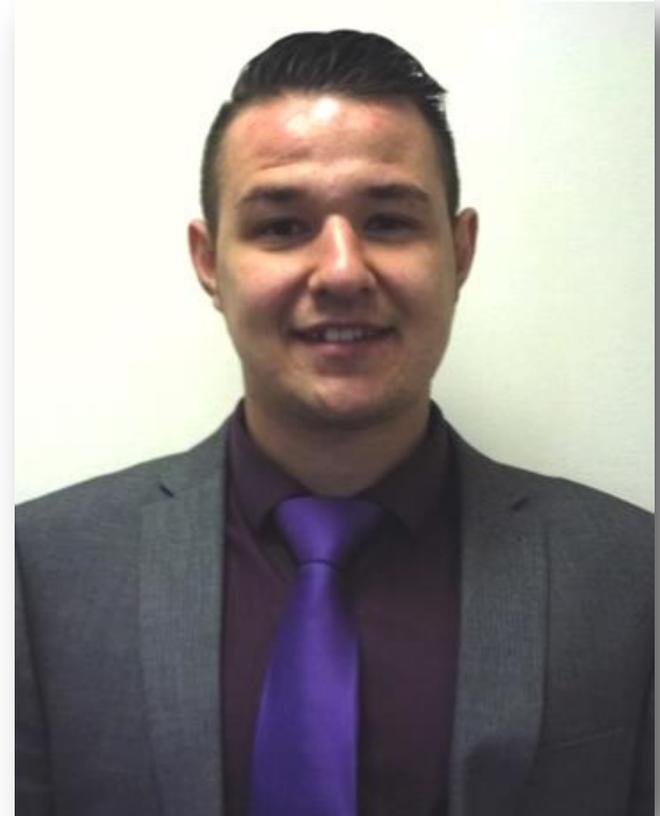
What do you like most about working within the Insurance industry?

I like the ever changing environment. . . insurers changing criteria's for certain policies or running new schemes keeps you mentally active and on your toes. I also like the amount of knowledge you can get from the training here about insurance products and about the industry in general.

What has working within the Insurance industry and Be Wiser given you?

Working in the industry and for Be Wiser has given me many things. A great knowledge about a product I am passionate about. The opportunity to progress within a successful company. The tools I needed to manage a successful team. The ability to learn from people of all levels within a successful company.

As I said before working for Be Wiser I was landscaping. . . now I am sales manager of a successful sales floor. The main thing Be Wiser has given me is the opportunity to prove myself and for that I am grateful.



James Chester

CAREER PROGRESSION STORY

Director Of Customer Service & Admin

Why did you decide on a career in Insurance, and what were you doing beforehand?

I was looking to get into a growing company upon leaving school and joined A Quote insurance from the age of 15.

What was your first job role within insurance and what year was this?

I was a Renewals phone agent and joined A Quote Insurance in July 2001.

What did you do to develop and take the progression steps to get to your current role?

I worked in renewals for 6 months, then moved into Customer Service to gain more exposure of the business and gain more experience in another area. Customer Service was an area I really enjoyed and continued in this role for the next 5 years. I thrived off the target environment and looking for the opportunities.

I was offered a Customer Service Team Leader role from there and then joined Be Wiser in Nov 2008 as Customer Service Manager. I have been at the front of Be Wiser Customer Service since we first developed the department at the end of 2008.

Being very hard working, dedicated and going to great lengths to achieve our company goals. I believe that this has been key to my succession.

What has working within the Insurance industry and Be Wiser given you?

A position to grow in and evolve in. Be Wiser has given me the freedom to develop myself and the Customer Service Department from scratch to where I wanted it and watching it grow from strength to strength over the years and ultimately making the company lots on revenue!



Katie Hammond

CAREER PROGRESSION STORY

Assistant Director- Audit

Why did you decide on a career in Insurance, and what were you doing beforehand?

I was studying A level English and A level Psychology at college, after completing a year I decided that I wanted to leave and start working, as at this point I was undecided as to what I wanted to do for a career. I came across an advert for A-Quote Insurance and decided to apply, the company appealed to me as it was a small business with the potential for expansion. A career in Insurance appealed to me and sounded very interesting and I was lucky enough to be successful in joining the company.

What was your first job role within insurance and what year was this?

I was taken on as a Sales Consultant in 1998.

What did you do to develop and take the progression steps to get to your current role?

Over the years I have taken on a few different job roles which has helped me progress and I have a good understanding of the business. Along with commitment to the company, hard work and determination I have worked my way up to my current position. I have been lucky to have managers/Directors that have taught me well and have believed in me to succeed.

What do you like most about working within the Insurance industry?

That after all the years of working within the Industry I still find my work interesting, of course stressful at times, but still I can actually say I enjoy and like coming to work for the business.

What has working within the Insurance industry and Be Wiser given you?

A good solid career, at college I had no idea what I wanted to do and looking back over the years I am very happy that I took that decision to join the industry.



Rachel Russell

CAREER PROGRESSION STORY

Assistant Director- Renewals

Why did you decide on a career in Insurance, and what were you doing beforehand?

I had recently finished college and University wasn't for me.. I was looking around for Jobs and liked the thought of a sales role. My thought process was that everyone with a car legally needs insurance so you are at an advantage straight away when trying to sell it. Also I looked at it with the view of 'The law is never going to change in regards to needing insurance, so its not a bad industry to try and work up in as it will always be there'.

What was your first job role within insurance and what year was this?

I was a telesales agent at A-quote in 2003.

What did you do to develop and take the progression steps to get to your current role?

I worked on becoming the best I could possibly be in the job role I had at the time. I took responsibility for my work and ensured that when an opportunity became available I was at the front of the queue.

What do you like most about working within the Insurance industry?

The diversity of roles it offers. The different industry sectors and where it sits in the financial services as an industry.

What has working within the Insurance industry and Be Wisser given you?

A career, Friends, connections throughout the industry. A sense that you can go as far as you want and are prepared to push yourself.



Shaun Justice

CAREER PROGRESSION STORY

Brand Manager- Customer Service

Why did you decide on a career in Insurance, and what were you doing beforehand?

It wasn't a conscious decision. I started as student working at A quote and found I had a knack for selling. I'm a competitive person so the sales environment worked for me and I ended up going full time at A Quote, before moving on to Simply Health due to a change in personal circumstances. I then came to Be Wiser in 2009 when we had just half of our Riverside House building and Customer Service was just 5 people.

What was your first job role within insurance and what year was this?

A quote – 2005.

What did you do to develop and take the progression steps to get to your current role?

I have stayed within the Customer Service environment my whole career thus far. Although it is Customer Service it has a sales side to it, and the varying call types worked for me. I have gone from agent, to Team Leader, to Manager to now Brand Manager. I have stayed in this department so I can be the best I am at this role, taking on feedback, learning from management above me as well as other departments. I am constantly looking to better my knowledge and push myself further to improve my skills and the department I work in.

What do you like most about working within the Insurance industry?

It's so diverse. Britain is one of the leading forces for insurance in the world, and with things like the Diploma and CII on offer for free it could be a basis of a career to take you anywhere in the world.

What has working within the Insurance industry and Be Wiser given you?

Education benefits. A competitive salary, the chance to grow quickly in my career.



Vanessa Bolt

CAREER PROGRESSION STORY

Chief Operating Officer

Why did you decide on a career in Insurance at Be Wiser?

I jumped at the opportunity to join Be Wiser when it was a start up company. What I was promised would be a fast growing business that would have 70 staff in 5 years! Having worked for MBD for 6 years previously I knew what the culture would be like.

What were you doing beforehand?

After 6 years of call centre management I had taken a step back and was working as a salesman in a commercial broker. I wanted to learn about commercial insurance and I thought a front line job was the best place to do that.

Tell us about your current job?

I oversee the Swindon operation – so the main focus is on helping the company expand by growing and developing that.

What do you like most about working for Be Wiser?

The fact that we do not have corporate culture and that anyone can talk to anyone.

How would you describe Be Wiser to your friends?

Like a second family.

What did you do to develop and take the progressions steps to get to your current role?

All I have ever done over my career is focus on the job that I am doing now and putting effort into it – the promotions have come to me I haven't chased after them.

Where would you like to be in two years' time?

In the same role but with a much bigger team.

What has working within the insurance industry and Be Wiser given you?

I joined the industry as a trainee consultant with the intention of doing the job until I worked out what career I really wanted to do. I had literally taken the first job that was offered to me to "escape" from my job in retailing. 20 years later I am still here and have no plans to ever do anything else as I have built a good career in insurance.



Richard Smith