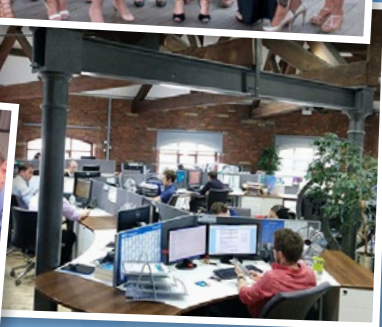


# Ready to shine?

Join our team of positive people  
and share in our success



Trust us to insure your freedom

# Who we are

We'd like to give you a taster of what it's like to work at Caravan Guard.

Caravan Guard offer specialist insurance for caravans, motorhomes, park homes, lodges and holiday homes to over **110,000** customers UK wide.

We employ **120** talented people in our modern Halifax town centre offices.

Our vision is "**Positive people delivering brilliant customer experiences**", so we only employ people who love to deliver first class customer service.



## Why we're different

We're passionate about everything we do, and as a family business we like to think we're a little bit different. For starters, we enjoy **sharing our success** with our team.



Our company philosophy is to look after our people and empower them to look after our customers, who in turn look after the profits. One way we do this is by equally sharing a percentage of profits each year, in the form of our **positive people dividend**. It's designed to pull our **'virtual shareholders'** together and reward our collective success!



# What we can offer you

## Bonuses



- ✔ Competitive annual salary
- ✔ Positive people dividend
- ✔ £500 for recommending a successful new employee
- ✔ Attendance award up to £200 a year
- ✔ Loyalty reward £25 for each year, e.g. £100 after four years' service

## Wellbeing



- ✔ Private medical insurance
- ✔ Free fruit
- ✔ Free bean-to-cup coffee and hot drinks
- ✔ Annual eye test
- ✔ Healthy heart check
- ✔ Flexible working options
- ✔ Cycle to work scheme
- ✔ Critical illness cover
- ✔ Flu vaccine
- ✔ Wellbeing hub and helpline

## Perks



- ✔ Legal expenses policy
- ✔ Pension contributions
- ✔ Income protection cover
- ✔ Life insurance
- ✔ Employee discount card
- ✔ Option to buy and sell holiday
- ✔ Holiday flexibility  
Your holiday can be booked off in half hour segments
- ✔ Extra day holiday awarded for 100% attendance in the year

## Celebrations



- ✔ Annual Christmas party
- ✔ Annual awards celebration
- ✔ Charity events
- ✔ An extra hour off on your birthday
- ✔ Customer milestone celebrations

# Career development

We aim to employ the most talented people and give them the very best **coaching, support and recognition**. We've even won **awards** for our training programme!

When you join as an Adviser you'll follow our **comprehensive training programme** that'll equip you with the skills you need, help you learn about all our products, and ultimately get you moving up through our 10 adviser bandings.



Progress through each level to take on **bigger responsibilities** and earn **more cash** in your pocket!



We support employees looking to complete **training and qualifications** in their area of work. The most popular are the **Chartered Insurance Institute (CII)** qualifications, which can be completed as part of our Caravan Guard Academy. We even offer **financial rewards** for passing exams!



As well as our contact centre, we have our own in-house claims liaison, IT, marketing, pricing, business development, accounts and admin departments.

If **new openings** come up in any department, we tell internal staff **before anyone else!**

## What do our people say?

*"It's the people I work with that make the job so enjoyable: I have some great colleagues. That's because they're happy in their work and the atmosphere around the office is fun!"*

**Leanne, Training Manager**  
joined us in 2014



*"Caravan Guard was my first office based job, so I was nervous to start something new. I had come from a completely different world of work prior, however, in the time I've worked here I have progressed through the bands and learnt so much. We have a really good group of people, everyone is friendly and I love the family feel the company has."*

**Chloe, Insurance Adviser Level 7**  
joined us in 2019

*"We have thousands of fabulous 5 star reviews on Trustpilot, so we can be confident we're selling a quality product and providing first class service."*



**Steph, Team Leader**  
joined us in 2014



*“Most calls are inbound from customers who have seen us advertised in a caravan dealership, magazine, etc. – our customers love talking about their pride and joy!”*



**Ryan, Expert Adviser**  
joined us in 2011



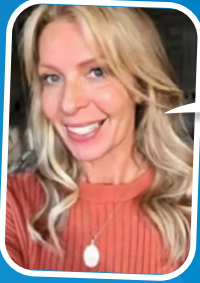
*“I really enjoyed the opportunity of being able to represent Caravan Guard at the Birmingham NEC caravan show.”*

**Adam, Expert Adviser**  
joined us in 2012



*“If you need the motivation to get out of bed... join Caravan Guard! I've been here since 2017 and love it – From the moment you walk in you are greeted with smiles from everyone. Our customers are amazing, dealing with a variety of enquiries makes the day exciting! So come on, join our fun and vibrant team!”*

**Mobin, Insurance Adviser Level 5**  
joined us in 2017



*"I started working at Caravan Guard in 2015, which has turned out to be one of the most supportive and caring companies I have ever worked for. It's refreshing to work somewhere where the targets are realistic and the staff incentives and bonuses are achievable."*

*"One of our company values is 'Serious Fun'; as well as getting our work done we have lots of fun and laughter, whether it's laughing with colleagues or the team during a brainstorming session or when we're enjoying one of our social events. We're positive people, who like to get the work done in a happy environment."*

**Emma, Insurance Adviser Level 8**  
joined us in 2015

*"Creating a good working atmosphere is a key part of my role. We recognise and reward great performance throughout the year to keep our people motivated."*



**Rob, Head of Operations**  
joined us in 2007



*"We love to see our team raising money for charity. We have 'giving back days' to help charities or communities, whether it be shaking a bucket or a charity bike ride. We even refund entry fees and double whatever's raised!"*

**Ryan Wilby, Managing Director**

# Our values

When you join Caravan Guard, you'll soon see that **our culture and values** underpin how we go about achieving our success. We live our values in our day-to-day roles, making Caravan Guard **a great place to work** and a great company for our customers to deal with.



## Positive people

Our enthusiasm moves mountains



## Brilliant customer experiences

We leave our customers feeling understood, reassured and impressed



## Think simple

We think creatively to make things better



## Do the right thing

We nurture trusting relationships by being fair, open, honest and doing what we say we will



## Care completely

We care passionately about our colleagues, customers, partners and charities



## Serious fun

We are professionals doing an important job, but never forget to embrace fun





Trust us to insure your freedom

## Get in touch

Online listings and application form:

 [caravanguard.co.uk/recruitment](https://caravanguard.co.uk/recruitment)

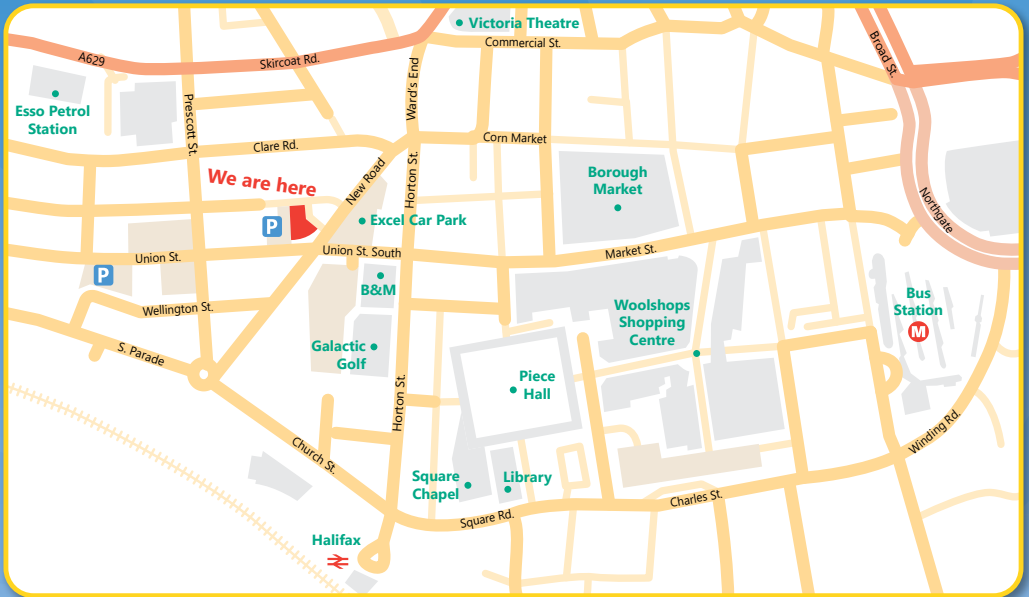
HR & Recruitment (Hannah):

 [recruitment@caravanguard.co.uk](mailto:recruitment@caravanguard.co.uk)

 01422 396 876



Caravan Guard, 64 New Road, Halifax, HX1 2JZ



Further details of employee benefits will be included in your letter of engagement, contract of employment and the employee handbook. Details are correct at the time of print (August 2022) but may be subject to change. Caravan Guard Limited is authorised and regulated by the Financial Conduct Authority.