

What it's like to work for...

Direct Line for Business



"RBS supports me"



The Royal Bank of Scotland Group

BENEFITS

Because Direct Line for Business is part of The Royal Bank of Scotland Group, they can offer their employees an industry-leading flexible benefits package, called Total Reward, which comprises:

- Competitive basic salary
- Shifts to suit employees' lifestyles
- Range of additional benefits, including 22 days' holiday per year (increasing to 25 days after three years), with the option to 'buy' five extra days
- Group-wide profit-sharing scheme (up to 10% of salary)
- Discounts on products such as home and car insurance and excellent rates across financial products
- Employee share save scheme with option to buy discounted shares to save tax free
- Superb retirement savings plan (including an RBS contribution of 11% or the option to take as cash)

Direct Line for Business is booming

Having revolutionised the personal insurance industry in 1985, Direct Line are now focused on doing the same for business insurance. Part of The Royal Bank of Scotland Group and established in September of this year, their focus is on providing value for money insurance for their customers, whether they're a landlord, shop owner or tradesperson, such as plumbers and electricians.

The news is just as exciting for their people as it is for their customers. Because, as well as shaking up insurance, Direct Line for Business is pledging to revolutionise the workplace. This start-up has a more entrepreneurial feel than more established businesses, but the real difference can be felt in how the Bristol-based contact centre operates: quite unlike any other. Direct Line for Business have empowered their consultants to do the best they can, so their people are free to do what they do best – deliver exceptional customer service.

Having started out 'on the phones' and now Head of Operations, Linda Buczek is well placed to lead change: "We have an experienced management team who take leadership very seriously and we believe we can change people's views about contact centres. I believe in treating people as adults, and motivating them to make a difference. We give them the skills they need and let them get on with the job. For ambitious people, our business offers lots of flexibility and opportunities to develop"

More variety

Lynton, pictured left, has been with RBS for a number of years.

"Direct Line for Business looked pretty exciting as a career opportunity. As a start-up, it's something different and I knew I could help to shape it. I'm keen to develop into a

Team Leader – maybe even a Sales Manager! The Management Academy will help me achieve that, with support to study for more qualifications. The team has a very flat structure and the managers are very approachable. We're really involved in the development of the business. My opinion counts and I can change the way our business works."

Great service



"I would definitely recommend RBS to my friends"

Sarah, pictured above, has recently joined RBS working for the Direct Line for Business Customer Service department.

"We deal with existing customers, helping them with queries and changes. Our customers are successful business people who welcome our help and trust our opinions. It's nice to build a rapport – customers like to deal with the same person and so they can call me back directly. They like the fact that I remember them and they appreciate that. It's much more rewarding. I would recommend Direct Line for Business to my friends – and not just because I get £750 if they join! It's a great place to work because of the support you get. We're here to help our customers but we do that by helping each other."



HOW TO APPLY

BY EMAIL

amanda.kemp@rbs.co.uk quoting reference BEP1411

GREAT COMPANY FOR OUR CUSTOMERS.

SALES & CUSTOMER SERVICE BUSINESS CONSULTANTS
£14,298 - £20,400 PLUS BENEFITS, BRISTOL



direct line
for business

A GOOD DEAL BETTER

Direct Line for Business offers insurance direct to small businesses and focuses on saving our customers money while providing great service. This is a Contact Centre like no other – we won't judge you on the number of calls you take in a day. Instead, we'll encourage you to make quality contact with your customers, so you can get to know them and their individual needs.

You'll receive structured, on-the-job training, and as well as a highly competitive salary, we offer a benefits package you can customise to suit your lifestyle.

To apply, please email your CV to amanda.kemp@rbs.co.uk quoting reference BEP1411.

As part of our referencing procedures, criminal record checks may be required.

www.joininsurance.co.uk