



# MAIDEN ERLEGH

## SCHOOL

Headteacher: Mr P. Gibson

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Dear Parent/Guardian

### **Year 11 Virtual Work Experience – PSMSC – Monday 22 to Thursday 25 February 2021 (Lesson 1 only)**

We are keen to ensure that Year 11 students do not miss out on any of the support normally provided to them through the PSMSC (Personal, Spiritual, Moral, Social, and Cultural) Programme. Therefore from Monday 22 February to Thursday 25 February, during lesson 1 (to be based at home and more details will follow on this shortly), students will complete the Careers part of their PSMSC Programme.

We are excited to share with you that during lesson 1 throughout the week, students will be participating in a 20 minute virtual employer-led mock interview. Students will create a CV, research the role, and be interviewed based on the job description that has been attached to this letter. The employer will then provide a 5 to 10 minute debrief to each student based on the interview and provide an opportunity for students to gain valuable feedback on their CV.

Attached to this letter we have provided potential interview questions, which will also be sent to our volunteer mock interviewers. We will be asking students to prepare a current CV to take to the virtual interview and we will also encourage them to complete some research into Covea Insurance in advance of the day, as they would do for a real job interview. We ask that students thoroughly prepare for this interview to really benefit from this invaluable experience. These tasks will be given as homework from tutors in the lead up to this event.

The virtual interviews will take place from 8.55am to 9.25am and 9.25am to 9.55am on the Monday to Thursday of this week and your child will receive their timetable and personal interview invite details in due course. During the rest of the week students will be taking part in the other sessions, including dressing to impress, working with different people, customer service, finance, personal branding, networking and selling yourself.

This means that on their scheduled interview day, students will not be expected in their lessons until lesson 2, with part of lesson 1 being used to provide the student with a mock employer interview.

As I am sure you will appreciate, there remains a lot of uncertainty as to when students will physically return to school. Due to the current climate, we can share how we will work towards this:

- On the day of their interview, students will participate in this from home. Please ensure that students have access to a computer, camera and microphone.
- On the day of their interview, students should make their way to school and sign in after the completion of the interview.

**Note – if students are not back at school, they will be expected to attend lessons virtually apart from the period 1 of the interview day, which they will use to undertake the interview.**

We recognise that this as a highly valuable opportunity for the Year 11 cohort and we are pleased to be able to facilitate this taking place for them in conjunction with our trusted industry partners. **In agreeing to your child engaging with their interview, it will be your responsibility to supervise your child for the duration of it.** Should you or your child have any concerns about this, please contact Miss Nimmo who will be happy to discuss this with you in more detail.

We could not run this event without the large number of local companies and volunteers that have kindly agreed to give up their time and their expertise to carry out the virtual interviews, and for this we are very grateful.

We hope that students find this process beneficial as they start to think about possible careers, destinations and the importance of becoming work-ready. We have attached the job description that students will be interviewing for, sample interview questions and a CV template to this letter. Further details on their timetable and personal interview invite details will follow in due course.

If you have any specific questions, please do not hesitate to contact us at school [mesoffice@maidenerlghtrust.org](mailto:mesoffice@maidenerlghtrust.org).

Yours sincerely



Mr R Buck  
Assistant Headteacher



Miss C Nimmo  
Head of Year 11

# Customer Services Consultant

## Role Profile

Key facts about the role

**Location:** Reading

**Reporting to:** Team Leader

**Department:** Personal Lines Customer Services

**Business function:** Personal Lines

**Grade:** 5

**Flexible working options for this role:** *Flexitime, Flexible hours*

### Team purpose

To deliver great services across all Personal Lines products and maintain the accuracy of policy records

5 keys:

- Challenge why we do what we do
- Support each other to be the best we can be
- Deliver a Simple & Straightforward customer experience
- Keep developing and growing as individuals
- Maintain accurate records

### What would you be responsible for in this role?

- To contribute to the development of a strong customer relationship by understanding individual customer's circumstances.
- To process any work that comes in via multiple channels other related tasks according to Company guidelines and instructions.
- You will be dealing with our intermediary network to ensure the efficient and accurate underwriting of our products.
- You will have a good understanding of the General Insurance industry.
- Contribute to the delivery of a Simple and Straightforward customer experience which follows the Company's values.
- You will be or be prepared to be skilled in more than one product.
- You will have or be working towards authority levels on all the products applicable to your role
- Maintain an acceptable level of accuracy and productivity to contribute to meeting the departments and teams service standards.
- Develop an understanding of the Company's products and services.
- Resolve enquiries appropriately and within underwriting and processing authorities, referring technical queries accordingly.
- Participate in and undertake any tasks that may be requested from time to time to ensure that smooth running of the Business Team.
- Display an understanding of the Company's products and services and ensure that this is maintained.
- Role model corporate and departmental values

- Show a positive and constructive approach to change within the team and company which actively contributes to continuous improvement.
- Support and contribute to an environment within the team that promotes best practice and excellent customer service.

### Customer experience

- Make sure that you treat all our customers with the principles of Treating Customers Fairly (TCF)
- Understand how you play a part in the Customer Experience
- Provide a service to all of our customers (internal and external) that is memorable for the right reasons and builds our reputation as a great company to work for and do business with

### Doing the right thing

- Make sure that everything you do fits in with the legal requirements, Covéa Insurance policies and regulatory requirements
- Be aware of threats to our organisation and customers (e.g. financial crime, fraud and money laundering)
- Taking the appropriate action to minimise the impact of risks to our business (e.g. by following processes and reporting any concerns to your manager)
- Treating the personal data of our customers, employees and other individuals lawfully and in accordance with the Data Protection Act 1998, and other related legislation

### What would we like to see in you?

#### *Essential*

#### Skills/capabilities

- ✓ Adaptable and a good team player
- ✓ Ability to communicate effectively.
- ✓ Good time management and organisational skills
- ✓ Be able to work in a busy environment.
- ✓ PC skills are essential.

#### Behaviours

- ✓ Actively role model company values and engage and inspire those around you
- ✓ Ability to influence and motivate others
- ✓ A forward thinking attitude on the experience we give our customers.
- ✓ Champion the values and culture of the role.
- ✓ Resilient in the face of new challenges.

### Qualifications

- ✓ Educated to GCSE standard or equivalent (Minimum 'C' in Maths and English)
- ✓ You will be required to study towards the Foundation in Insurance Test.

### Experience and knowledge

- ✓ You will have an understanding of Insurance.
- ✓ Deliver excellent customer service.
- ✓ Ability to convey information to customers in a professional and efficient manner.
- ✓ Have a clear and positive telephone manner
- ✓ Excellent administration skills and attention to detail.

### Nice to have

#### Skills/capabilities

- ✓ Insurance experience
- ✓ Previous office experience

#### Qualifications

- ✓ A Levels or equivalent

### What's on offer?

- ✓ To be part of our internal training programmes which will enable you to the best you can be
- ✓ To be developed depending on your individual needs.

**You bring the attitude, we'll give you the development**

## What would it be like to work here?

As one of our team, you will instantly see that our culture and values provide the foundation for everything we do.

Making sure that Covéa Insurance is a great place to work is a 365 day activity for us. We want our people to feel motivated, supported and fulfilled at work and have a good work-life balance.

Passionate

Celebrate

Open

Excel

Empower

Collaborative

We live our values, not only making Covéa Insurance a great place to work but also a great company for our customers to deal with.

Everyone has the opportunity to join our organisation and reach their full potential, regardless of their background, personal circumstances or the role that they began their Covéa Insurance career in.

## What else could you be part of at Covéa Insurance

We truly believe that having fun at work brings out the best in people and are passionate about having a positive impact on our local communities.

Our Charity group, Green team, Wellbeing group and Employability team are opportunities for our employees to channel their passion to make the world a better place (whether it be encouraging people to car share, raising money for our charity partners through a bake off or helping young people feel more confident about their first interview).



## Where would you be based?

Our Reading office is a base for approximately 400 employees and is in a great location. Our modern and spacious office overlooks the picturesque River Thames (great for lunchtime strolls in the sunshine) and is a couple of minutes' walk from Reading station and the bustling town centre (with lots of shops and restaurants).



## Curriculum Vitae

Name
House Name
House Number and Road
Town
County
Post Code
Tel:
Email Address:
Date of Birth ___ / ___ / 19___

Nationality: \_\_\_\_\_

Gender: \_\_\_\_\_

Education and Qualifications	
Name of School	
Type of Course	
Dates (From-To)	
Subjects Studied and Benchmarks	

Employment and Work Experience	
Name of Employer	
Job Title	
Dates (From-To)	

Details of the job role

**Employment and Work Experience**

Name of Employer

Job Title

Dates (From-To)

Details of the job role

**Skills and Interests**

What do you enjoy doing outside of school?

What are your hobbies? Music, sports, arts etc



<b>References</b>	
Name of Referee 1	Name of Referee 2
Job Title	
Place of Work	
Number and Road	
Town	
County	
Postcode	
<b>Tel:</b>	
<b>Email:</b>	

## Sentences to help with writing a CV

### **Skills:**

Here are some ideas...

- I have developed good construction skills through my making of model aeroplanes.
- I am very reliable which is important for my daily newspaper round.
- I am a good listener which has helped not only in lessons but also my friends who have shared their problems with me.
- I am well organised which has helped me keep up with my school work and my part time job.
- I hold a position of responsibility as a cashier at ASDA.
- I am responsible and can always be relied on to complete any jobs or tasks. This is important for my part time job as a cashier at ASDA.
- I work well in a team which has enabled me to be in the school rugby/football/netball team.
- I have an excellent attendance record which at the moment is over 95%.

### **Hobbies:**

Here are some ideas...

- I enjoy listening to a wide range of music.
- I play the piano in which I have achieved a grade 5.
- I like reading and at the moment my favourite authors are Stephen King and J.K Rowling.
- In my spare time I enjoy shopping with my friends.
- In my spare time I like to paint and draw and I am hoping to gain a high GCSE grade this summer.
- I am a talented artist and over the years my paintings have been displayed around the school.
- I play the guitar and I am a member of a band formed with my friends from school.
- I am a lead singer in my band and we have participated in several talent competitions, including the battle of the bands.
- I enjoy watching television, particularly sports such as football and rugby.
- I relax at the weekends by playing football with my friends at our local park.

## **Possible Interview Questions**

Students will be asked approximately 5 or 6 questions from the list below plus a question that has been chosen by the interviewer.

1. Tell me about yourself.
2. What do you know about the organisation?
3. Why would you want to work for us?
4. What can you bring to the company?
5. What are your weaknesses?
6. What are your strengths?
7. Tell me about an achievement you are proud of.
8. If you were an animal, what would you be?
9. Tell me about a challenging situation and how you overcame it.
10. What makes a good team player?
11. What motivates you?
12. Do you prefer working in a team or by yourself?
13. What are your hobbies outside of school/work?
14. What can you offer us that someone else cannot?
15. Are you a leader or a follower?
16. Where do you see yourself in five years?
17. If you were Prime Minister for the day, what changes would you make?

## **PERSONAL QUALITIES EMPLOYERS LOOK FOR:**

- Reliable and trustworthy
- Enthusiastic
- Keen to learn and improve
- Good communication skills
- Smart appearance
- Pleasant personality
- Well organised
- Punctual
- Show initiative
- Polite
- Able to work well with others
- Accepts responsibility
- Self-disciplined

## **EXAMPLES OF QUESTIONS TO ASK AT AN INTERVIEW**

This is an opportunity for you to find out more about the job and to make sure that you really want it, and it is right for you. It looks better if you have one or two questions prepared. If they haven't told you about the hours, where you will be working, holidays and pay – don't ask about the pay or holidays first!"

Here are some examples of questions to give you an idea, but you will need to think about questions that are relevant to you and the job.

- **What sort of induction would I receive if I came to work here?**
- **What sort of training do you offer young people?**
- **Are there any social or sports clubs in the company I could join?**
- **What hours will I be expected to work?**
- **Are there opportunities to do overtime?**
- **What are your customers/clients like – what sort of people are they?**
- **What kind of clothing would I need to wear? Is there a uniform or any safety clothing I will need to have? Is this provided?**

## **EXAMPLES OF QUESTIONS YOU MAY BE ASKED AT AN INTERVIEW**

- Tell me a little about yourself.
- What job/college course are you going to do when you leave school? Why does this interest you?
- What skills can you bring to this job/course?
- Tell me about any work experience you have already, for example, a part-time or Saturday job, your Year 10 work experience.
- How do you think work experience will help you to prepare for your working life?
- What are your strengths and weaknesses?
- Tell me about a time you have worked as part of a team to complete a task or project.
- Where do you see yourself in five year's time?
- Tell me about your hobbies and interests. What do you enjoy doing in your spare time?