



What you'll get

- Salary £20,000- £23,000 (*Depending on experience*)
- Hybrid Working
- 33 days annual leave + opportunity to buy up to 3 days additional annual leave
- Vitality Private Healthcare & Benefits inc. Apple Watch, Cinema tickets, Café Nero Vouchers
- £25 Monthly Wellbeing Allowance i.e Gym, Massage, Calm or Headspace subscription
- Amenities close to the Coventry office i.e Costa, Morrisons, Subway, McDonalds
- Laptop provided and upon passing probation a £200 bonus to kit out home office
- Opportunities to work at exciting biking events throughout the UK e.g British Superbike Championships
- Monthly performance-based commission scheme
- Extensive training
- Coaching and learning programmes provided to support your development within the company
- Employee Wellbeing programme
- Free office parking

About the Company

Bennetts is a place to work, a place to grow and a place to do great things. We are looking to expand our team which is why we are looking for people to join our friendly team in our Coventry contact centre.

Bennetts is a brand that refuses to stand still and become stagnant, constantly pushing itself so that its customers can get more from motorcycling.

Having celebrated its 90th birthday in 2020, Bennetts has an unrivalled wealth of experience and is one of the UK's leading motorcycle, classic motorcycle and travel insurance specialists and provides cover for over 200,000 riders.

Bennetts further sets itself apart from the competition with its unique membership proposition – BikeSocial. Free to riders who insure direct through Bennetts or available as a 12-month subscription.

We are also the proud and longest running title sponsor of the Bennetts British Superbike championship and a loyal personal sponsor of Isle of Mann legend, John McGuinness.

About you

At Bennetts the customer is at the heart of everything we do, and we are looking for people to join our team who care about customers as much we do!

To be successful you'll have experience in dealing with customers and providing great service, our systems and services is something we can train in our comprehensive induction training programme.

One of our core principles is "*We're Better Together*" so you'll be a team player and have a positive, flexible, and supportive approach.

About the role

- Engaging customers in genuine, enjoyable conversations to understand their needs and making them aware of products that may be suitable for them.
- Building and maintaining relationships with customers by delivering a high-level customer service experience.
- Taking ownership and putting the customer at the heart of everything you do, aiming to get it right first time.
- Listening to and understanding our customers, becoming a brand ambassador demonstrating passion and enthusiasm for all things motorcycling.

Skills that will help you in the role

- Experience in delivering great customer experiences in either a face to face or telephony role.
- Excellent verbal and written communication skills.
- Experience of dealing with complex customer queries.

Hybrid Working

It's important that Bennetts offers hybrid working to our employees as we understand the benefits of working both ways, that is why we are currently operating a hybrid working environment in both our offices meaning that our employees work some of the hours in the office and others from home. Upon passing probation a £200 bonus will be paid to kit out your home office.

Annualised Hours

With motorcycling in the UK being primarily a seasonal activity, there is an element of seasonality to our business meaning our warmer seasons are busy and colder seasons are quiet. This presents a unique opportunity for our employees to have more time off in the winter whilst working some extra hours in the summer to support our customers.