



**Earn, learn and develop
in one of the most varied,
rewarding and exciting
industries in the UK**



Claims Apprentice Programme 2019

Our award winning Apprenticeship Programme provides school leavers with an excellent start to their insurance career – one of the largest, most important and successful industries in the UK, employing over 300,000 people and adding over £40 billion a year to the UK economy.



| Our unique programme

Over 18 months, we will provide you with the opportunity to gain practical knowledge and experience in our Claims team, which is there to make sure that policyholders get their claims paid promptly and fairly.

We will develop your skills in every area of the claims management process, from initial notification of a potential insurance claim from a policyholder, through investigation of the size of the loss, to final payment of the claim. We will also provide you with opportunities to work with teams outside of Claims to help you to understand how the rest of our business works.

Our proven approach will provide you with an in-depth understanding of how we manage claims in the London insurance market, as well as many opportunities to develop a broad network of market contacts. Together, this will ensure you have a strong foundation on which to build your future claims career.

Some useful resources to help you learn more about insurance:

- The role of a Claims Adjuster cila.co.uk
- The world's specialist insurance market lloyds.com
- Discover the wider world of risk discoverrisk.co.uk

| The development opportunities we offer

We want to develop everyone we employ, and are committed to helping you to maximise your potential while on our programme:

- In your first week, we will provide you with a structured induction programme to help welcome and prepare you for your role
- We will support you through the National Insurance Apprenticeship Programme, which is designed to build your business knowledge and develop your professional skills. Go to gettingofar.gov.uk to learn more about apprenticeships in the UK
- We will provide learning opportunities in each area of our Claims team through structured on-the-job training, technical briefings, professional education courses and self-study
- We will provide full support for your Chartered Insurance Institute qualification (Cert CII). To learn more about the role of the CII in your professional development visit cii.co.uk
- Our Talent and Development Team will be with you every step of way through our Programme, and will help you to devise your own Personal and Professional Development Plan
- We will also provide you with a buddy and a mentor

| About you

You are:

- able to think critically to solve problems and justify decisions
- a team player and able to build strong relationships
- well organised, and a clear thinker
- a confident communicator
- enthusiastic and a good negotiator
- self-motivated and high achieving
- committed to studying for an insurance-related professional qualification

You have 3 'A' levels or equivalent with grades A-C, and minimum 'B' grades in GCSE Maths and English. If you have language skills, such as Spanish or Mandarin, then that is a plus, but not essential. You can start with us in October 2019 and you have an unrestricted right to work in the UK.

| A little about us

Chaucer is a leading insurance group at Lloyd's, the world's specialist insurance market. We help protect industries around the world from the risks they face. Our customers include major airlines, shipping groups, energy companies, global manufacturers and property groups.

Our headquarters are in London, and we have international offices in Copenhagen, Miami, Dubai and Singapore to be closer to our clients across the world.

For more information about us, please visit chaucerplc.com.

| How to apply

Please email your CV, along with a covering note that explains – in no more than 500 words – why you want to pursue an apprenticeship opportunity in the insurance industry, and why you feel you would be suited to working in our Claims team.

Please send your email for the attention of Alison Francis to apprenticeship@chaucerplc.com, with a subject line of 'Claims Apprentice Programme 2019'. Please also tell us how you heard about this opportunity.

- ▶ The deadline for applications is **Monday 11 March 2019**.



A diverse workforce and an inclusive workplace are core to our success as a business and integral to our winning strategy and culture. We recruit from the widest available pool of talent, and our hiring, assessment and selection process is fair, free from bias and one which ensures we select the right person for the job, based on merit. We are committed to promoting a culture that actively values difference, and recognises that everyone has the right to be treated with dignity and respect throughout their employment.