



Apprentice Administrator Opportunity – July 2017 - Salary Range €20,000 to €25,000

About Friends First:

At Friends First, we have been helping our customers look after their life protection, pension and investment needs for over 180 years. We have 281,000 Irish customers and we have over 300 people working for us in Ireland.

We are one of Ireland's most established life assurance companies. We have a reputation for reliability and efficiency and are committed to our customers.

We manage assets worth €4 billion. In 2016, our customers paid €602 million in premiums into their life protection, investment and pension plans.

Our parent company, the Dutch insurance group, Achmea, is one of the largest mutual insurers in the world and the 3rd largest in Europe.

We are the only Irish company to win both the National Q-Mark Award and the Ireland Excellence Award (2015). Our management practices are recognised for Excellence at 5-Star level by the European Foundation for Quality Management (EFQM).

We understand that when people are valued, motivated and supported, they are at their most effective. We appreciate hugely the benefits learning and development brings to our organisation but we also know we can learn hugely from our staff.

Corporate and Social Responsibility (CSR) is at the heart of everything we do in Friends First. It is a philosophy that we incorporate in every aspect of our business, from our actions as an employer to how we engage with our customers, Financial Brokers and the wider community

We are regulated by the Central Bank of Ireland.



The role of an Administrator:

To provide an excellent administration service to our internal and external customers

Main tasks:

- Providing support to internal or external clients
- Liaising with internal or external clients to identify their needs
- Building professional relationships internally or externally
- Providing services to internal or external clients
- Corresponding with our customers during the entire policy life cycle
- Keep files and other records updated with new documentation as received and input to the system on an ongoing basis.
- Deal with customers/clients on the telephone to exchange information and/or clarify facts.
- Take responsibility for the accuracy and completeness of all aspects of own work.
- Carry out any other projects and/or duties as may be assigned from time to time.

What we are looking for:

- Some previous administrative experience is desirable.
- Enthusiastic and willing to learn.
- Ability to communicate clearly and effectively both verbally and in writing.
- Strong customer service ethos, with excellent interpersonal skills.
- Ability to work within a team and relate well to other team members.
- Take ownership & accountability for own actions and responsibilities.
- Attention to detail.
- Excellent organisational and administration skills (PC skills).



Benefits of working in Friends First:

- Competitive salary.
- Holidays of 20 days (service days earned to a max of 26 days)
- Pension plan and death benefits.
- Income Protection.
- Education and development support.
- International assignment opportunities
- Staff Health & Wellness Programme – which covers both physical and mental health.
- Subsidised Laya Healthcare Insurance Scheme.
- Employee assistance programme offering confidential advice and support
- Free parking
- Discounted motor and household insurance.
- Subsidised restaurant
- Very active Sports and Social club
- We are located beside the LUAS and close to a number of main bus routes. There is also a free bus link to and from Shankill DART Station.

What our staff say about working in Friends First.

'Excellent Working atmosphere, good training, good work-life balance'.

'Friends First is a great place to work with great employment packages. They have a great sports & social club and run great programmes such as the wellness programme.'

'Great employer, with a caring attitude towards employees'.

'Staff are highly valued. Good career opportunity, systems are upgraded on a regular basis which ensures standards are maintained to a high level'.

(Friends First Staff Survey 2016)



The Apprenticeship Scheme:

We are looking for an ambitious and talented individual who shows the potential to develop into a high performing business professional. This opportunity is a three year fixed term contract apprentice scheme that provides exposure to all aspects of our business, allowing you to develop your technical expertise as well as professional skills.

When you join Friends First, you will receive a tailored induction and will be assigned a business supervisor and mentor to provide support throughout the scheme.

While on the programme in addition to gaining on the job insurance experience you will complete the insurance industry professional qualifications APA and QFA as well as a Bachelor of Arts (Honours) in Insurance Practice (Apprenticeship) which is Level 8 on the NFQ awarded by IT Sligo.

We will work with you to enable you to reach your development goals and aspirations for your career at Friends First. In return, we expect you to bring the commitment and drive to add significant value to the company.

Qualifications – minimum entry requirements

- Mature students – if over 23 years there are no minimum educational requirements
- FETAC Level 5 qualification holders
- Under 23 – Leaving certificate, minimum of 140 points to include Maths and English/Irish with specific requirements on grades/levels*
- More information can be viewed on the III website.

Interested applicants should ask themselves the following key questions before applying:

- Can I commit to a three year contract of apprenticeship?
- Have I the self-motivation to study at a BA (Hons) level and work at the same time?
- Can I be diligent and committed to all aspects of work, training and education?
- Do I have the ability to communicate effectively both with customers and in a team?
- Can I take ownership and accountability for my own actions and responsibilities? ‘

Recruitment Process

- Application submission with CV to careers@friendsfirst.ie – Please put Apprenticeship in the subject line of the email.
- Application form completion- submitted by 14th of July
- Start date – End of July / Early August