



*Contact Centre Agent Apprenticeship Programme*  
July 2024 • Caravan & Motorhome Club



## Contents

<b>Contents.....</b>	<b>1</b>
<b>Who we are.....</b>	<b>2</b>
Sustainability.....	2
Our brand values.....	2
Work for Us.....	<b>3</b>
Our Ways of Working (WOW's).....	3
<b>About our Award winning Contact Centre.....</b>	<b>4</b>
<b>Contact Centre Agent - Apprenticeship Programme.....</b>	<b>6</b>
<b>See what our current apprentices say about us.....</b>	<b>7</b>
<b>About you.....</b>	<b>8</b>
Essential entry level criteria:.....	8
Desirable entry level criteria:.....	8
<b>Where we are.....</b>	<b>9</b>
Address.....	9
How to find us.....	9
<b>Pay, Benefits and working hours.....</b>	<b>10</b>
Salary.....	10
Benefits.....	10
Working hours.....	10
<b>How to apply &amp; next steps.....</b>	<b>11</b>

## Who we are

Today, we're a Club representing over one million members, focusing on the experiences and adventures that can be enjoyed across the UK. We're proud of our history, and our rich heritage of love for the great outdoors dates back to the merry band of outdoor enthusiasts who formed a Club for like-minded caravanners in 1907.

With over [2,700 sites across the UK](#) and [Europe](#), we're Europe's largest touring community, offering our members access to great locations at great prices, [hundreds of member offers, quality insurance and financial products](#), free [technical advice](#) and much more. We partner with organisations such as British Canoeing, Surfing England, and Cycling UK to help our members get away, their way. We also offer glamping holidays through our sister brand [Experience Freedom](#).

## Sustainability

We think it's important to act responsibly to protect the environment and great outdoors for future generations. We are proud to partner with Green Tourism, achieving Bronze and Silver status across many of our UK sites.

Green Tourism 2023 - [Gold Award - Green Tourism](#)

## Our brand values

We capture the spirit of our purpose in our member brand values, which define how we act as a business, the stories we tell, the activities we choose to continue, develop or dispense with and how we talk to our members, prospects, and each other.

- **Inspire** - Together we want to inspire more people to enjoy the great outdoors
- **Simplify** - We'll make the experience as easy and seamless as possible so you can enjoy the great outdoors your way

- **Pioneer** - At heart, we're explorers forever looking to learn, discover and innovate
- **Inclusive** - We're a diverse community of adventurers, drawn together by our passion for the great outdoors

## Working for us

As a Caravan and Motorhome Club employee, you'll be part of a large team, with around 400 employees working at our head office in East Grinstead and up to 800 staff across our campsites.

The Caravan and Motorhome Club is committed to employing a diverse workforce. All applications are treated equally and we recruit purely on the basis of skills and experience. We know our greatest strength is our people, so differences are celebrated, and we strive to create an environment where colleagues feel respected and valued for their unique potential.

## Our WoWs (Ways of Working)

- **We value everyone** - We show respect in every interaction, appreciating each others' diverse perspectives, backgrounds, and experiences.
- **We are always learning** - We learn from successes and failures. We understand our capabilities and are continuously developing our skills.
- **We support each other** - We are passionate about helping each other and share our time, knowledge and skills where we can.
- We explore opportunities - We look for opportunities that change can bring, planning for tomorrow to protect what we love today.
- **We always bring our best** - We protect the legacy of our Club by consistently delivering quality, focusing on excellence.
- **We are open and honest** - We communicate clearly and often in an honest manner, actively listening and considering how our response impacts others.
- **We work together to achieve more** - We work as a team to overcome obstacles and achieve results to help everyone understand the bigger picture.

- **We are proud of what we do** - We believe in enjoying our work life and strive to create a positive and fun-filled atmosphere by being friendly, flexible and enthusiastic.

## About our Award winning Contact Centre

We are a multi Award winning Contact Centre, where we pride ourselves on providing an excellent level of service for our members and potential members, who contact us by telephone, webchat, social media and email. Their reasons for contact are widespread and include; joining our Club, booking a holiday on one of our picturesque sites in the UK or abroad, protecting their caravans with our Caravan Cover, taking out travel insurance, technical advice and much much more. No matter what their enquiry, we are here to help our members enjoy more of the great outdoors.

If you join our Contact Centre you can be assured of that same great experience, where you will be welcomed and embark on a supported learning programme that we know you will enjoy and gain skills that will last you a lifetime.

Within our overall Contact Centre, of over 130 staff, you will join a friendly team of about 12 colleagues who are supported by a Team Manager. Your initial training will be on one of our core products (Membership or UK Sites) where you will gain the knowledge, skills and confidence to take calls and help our members. You will experience a very supportive environment where you have goals to achieve and mentoring in place to ensure you succeed. You can expect regular training, one-to-one coaching and support in everything you do. Over time, as you gain experience and confidence, there will be great opportunities to learn more of our fantastic products.

During your apprenticeship, to help you gain a broader understanding of the Club, you will have the opportunity to meet with different people from all areas of the business.

We are incredibly proud of the awards our Contact Centre has won over the last 10+ years. We have once again been selected as finalists in the UK National Contact Centre Awards programme for:

- Best Apprenticeship Programme (new award for 2024)
- Wellbeing Programme
- Giving something Back
- New Employee Programme

Previously our Contact Centre has won many awards - the most recent one was, at the UKCCF (UK Contact Centre Forum) national Contact Centre Awards, announced in November 2022.



**We were proud to have achieved:**

<b>Best Contact Centre Workplace of the Year</b>	Silver
<b>Contact Centre Manager of the Year - Karen Apling</b>	Silver
<b>Industry Newcomer - Dan Farrow and Marnie Wilson</b>	Silver & Bronze

**Contact Centre Employee of the Year - John Staples**

Bronze

**Team Manager of the Year - Laura Arnold**

Highly Commended

## **Contact Centre Agent - Apprenticeship**

### **Programme**

We have partnered with Straight A Training, who are an independent, nationwide Apprenticeship Training Provider. We are running the [Customer Service Practitioner - Level 2](#) programme for a period of 15 months. Please see more details about the programme below and the attached [Job Description](#)



### See what our current apprentices say about us

- The first month in the contact centre has been really well planned and organised, I felt that I instantly trusted my team manager and feel that they will always give me support when needed.
- During the classroom training I really felt like I learned valuable information and it was engaging. The trainers were both super patient and gave us everything we needed to progress into our to our role



- This apprenticeship scheme is very positive, motivating and was very well explained. I felt very welcomed to the new group I was in and into the whole Club.
- The information provided is very detailed and shows that each employee is valued
- I would highly recommend anyone I know to work at the Club. Everybody is so lovely and motivating and the Contact Centre is a wonderful place to work. The job is always interesting and members very kind & understanding
- So far, I am enjoying the apprenticeship and how it is structured. I hope to keep learning and progressing.

## About you

We are looking for enthusiastic, confident individuals to join our Contact Centre team based at East Grinstead. Working within a team of 130+, you will be a great communicator and team player, who is comfortable using technology. You will enjoy helping our members get the best out of the great outdoors by delivering our values and bringing them to life. After your initial office based training (3 months), you will ideally be able to work effectively from home and our East Grinstead office location as appropriate for both you and the business.

### Essential entry level criteria:

- You will have the right to work in the UK and be able to provide relevant documentation.
- Educated to A level standard including GCSE Level 4, or higher, for English and Maths, to enable you to complete the end point assessment (EPA).
- Due to FCA (Financial Conduct Authority) regulations you will need to provide relevant information to complete an Adverse Financial Check and Basic Criminal Records Check and these will be undertaken via Experian through a secure portal.
- Good communication skills, both verbal and written.

## Desirable entry level criteria:

- Previous experience in a customer service role.
- Knowledge of Google Suite
- Ability to demonstrate a confident, empathetic and passionate approach to customer service.
- Ability to adapt to new systems/changes/procedures as required.

## Where we are

### Address

East Grinstead House, Wood Street, East Grinstead, West Sussex, RH19 1UA.

### How to find us

If you are travelling by train, you will need to cross over to the petrol station on Station Road and turn right into Wood Street to find East Grinstead House. Alternatively you can access East Grinstead House from London Road, where again we are opposite the petrol station just before you reach the town centre.

To visit our website [click here.](#)



## Pay, Benefits and working hours

### Salary

Up to £18,500 per year depending on experience.

If you are successful in securing a permanent position after your apprenticeship, your annual salary will increase to c£24,680. With additional skills and knowledge this can increase this to c£28,000.

### Benefits

- 25 days holiday (pro-rata) plus bank holidays
- Enhanced pension scheme for eligible employees
- Holiday purchase and sale scheme
- Staff benefits platform SMILE - discounts on over 700 retailers
- Discounts from local retailers
- An annual health and wellbeing allowance (after a successful 6 month probationary period)
- Recruitment referral scheme where you can earn up to £1000 (conditions apply)
- EAP (Employee Assistance Program) MetLife

### Working hours

Daily working hours will be 08:45 - 16:45 or 09:30 - 17.30 (10:00 - 18.00 March - August) rotated each week Monday to Friday, including a 1 hour lunch break (unpaid) and 2 x 15 minute breaks.

Once trained on our Caravan Cover product you may be required to work 09:00 - 13:00 on a Saturday morning from home. Saturday rotas are provided in January for the current year and you are not likely to be rostered more than 5 Saturdays in a 12 month period. This time would be added to your holiday allocation.

During your apprenticeship you will be required to attend, complete and evidence the required learning and tasks in line with the Apprentice Programme, for 20% of your week (a minimum of an average of six hours per

week). This is called Off the Job training and is carried out within your normal working day and much of the evidence required will be part of the job role. You will also be required to attend regular meetings with an external assessor to discuss the progression of the programme and this will be incorporated into your standard working week.

## How to apply & next steps

If our apprenticeship programme sounds like an ideal opportunity for you then please get in touch with us.

1. Email a CV and a covering letter explaining why you would like to be considered for our apprenticeship to [apprenticeships@camc.com](mailto:apprenticeships@camc.com). The closing date is **21 June 2024**.
2. If your skills match our criteria we'll invite you to an interview and to meet some of our colleagues.
3. Finally, if you have been successful you will be invited to join our team, starting employment on **8 July 2024**.

We look forward to hearing from you soon!