

E (Track 6)

- Jeremy Conway:* Hello, my name's Jeremy Conway – Jeremy – and I'm an assistant in Personnel. I've been asked to look after you for the first hour until Melanie Spears is free. You already know her, I believe, she's the personnel manager.
- Jessica King:* Hello Jeremy, pleased to meet you. Do call me Jessica. I don't actually know Melanie Spears, I just spoke to her on the phone to set up this meeting. It's really kind of her to give me the time, she must be awfully busy.
- Jeremy Conway:* She is, but she always makes time for students. A personnel manager helped her once when she was at university and she's never forgotten that.
- Jessica King:* She sounds like a nice person. And I'm meeting someone called Sebastian Briars after lunch for an hour and then a Michelle Brady. But I'm not too sure of their functions.
- Jeremy Conway:* I've brought along a rather reduced version of our organisation chart. It shows the Sales and Service Division for motor insurance in the Eastern Region. I can explain things more easily using this.
- Jessica King:* Good idea, thank you!
- Jeremy Conway:* Well, let's start right at the top. Our big boss is Lee Travers, he's the Sales and Service Director. American. We don't see him here so often as his office is at company headquarters in Bristol.
- Jessica King:* An American, eh?
- Jeremy Conway:* Yes, we've got several Americans working for us. In fact there are five different nationalities just in the Eastern Headquarters.
- Jessica King:* So who is your big boss here then?
- Jeremy Conway:* That's Mary O'Grady; she's the Regional Manager East. You might run into her later. She travels a lot, but I think she's in the office today.
- Jessica King:* OK. Oh, here's Sebastian Briars. So he's some kind of boss too.
- Jeremy Conway:* Yes, Sebastian is the sales manager, Direct Sales. He's in charge of the Customer Service Executive Teams. Well, to be more exact, the Team Leaders report directly to him. Each Team Leader has a team of 5 executives and there are 5 team leaders.
- Jessica King:* So what do the executives do? It sounds a very grand name, but there are quite a lot of them!
- Jeremy Conway:* Well, another name for Sebastian's department could be "call centre". We're not allowed to call them advisers, because they don't actually advise anyone. He'll tell you all about his department himself, after lunch.
- Jessica King:* That will be interesting. Oh, here's Michelle Brady. So she's an assistant to Sebastian Briars ... or is she ...
- Jeremy Conway:* No, Michelle's on the same level as Sebastian. She heads up the Customer Services Team; she's the Customer Services Manager. She also has 5 teams of 5 people, each headed up by a Team Leader.
- Jessica King:* I see that her teams are called advisers – Customer Services Advisers. So they actually advise, do they?
- Jeremy Conway:* Yes. They deal with queries, change of address, renewals, cancellations etc. And if a policyholder gets a different model of car, for example, then of course this changes the contract. They'd deal with that. And they upsell of course, add cover.
- Jessica King:* OK, I've got that. So if Sebastian and Melanie are managers, this person must be a manager too?

- Jeremy Conway:* Right. That's Tristram Carrington and he's the Claims Manager. His teams are slightly different; there aren't any team leaders as such, but there are senior and junior claims handlers and the teams are mixed, so that each team has a combination of greater and lesser experienced staff.
- Jessica King:* What is the difference between their jobs then?
- Jeremy Conway:* The level of authority. Senior claims handlers have the authority to deal with more complicated claims.
- Jessica King:* And here, at the bottom, is ...
- Jeremy Conway:* Teleclaims. They are our first response in a claim situation. The policyholder calls and speaks to someone from Teleclaims. They'll hand out some quick advice and take down the details. They fill in a form over the phone and send the form to the customer to sign and return. The customer doesn't have to do that any more. Depending on the claim, Teleclaims might instruct someone from technical services to go and visit the policyholder.
- Jessica King:* I can see that there are some people we've missed. They support the teams.
- Jeremy Conway:* Yes, that's back office work. They provide support with administrative things.
- Jessica King:* Is it all right if I just read through my notes for a few minutes? I can see we've still got a long way to go and I'd like to get this straight first.
- Jeremy Conway:* Of course! As I said, this is just a part of the org chart for Sales and Service. We haven't even started on Technical Services yet – you know, underwriters, fraud department, technical claims etc. And then there's Compliance, Finance, Customer Satisfaction etc. etc. I'll go and get you a cup of coffee while you look through what you've written.
- Jessica King:* Thanks a lot!