

Becoming a part of the Animal Friends Team



We're so pleased that you're interested in coming to join our team.

We've compiled some frequently asked questions which we hope will support you at every stage of your application. If you have any questions that aren't covered below, please don't hesitate to reach out to our friendly Recruitment team, via careers@animalfriends.co.uk.

Applying for a position at Animal Friends

What do you look for in applicants?

We were founded with a clear vision: to help protect the nation's pets while also fighting to support vulnerable animals at home and around the world. We're now over 20 years on and that vision hasn't changed. Our purpose is to provide cover for dogs, cats, horses and riders across the UK, and we're now one of the leading pet insurers in the industry. This is thanks to our core values of always being: **passionate**, **courageous** and **kind-hearted**.

We would therefore love to receive applications from exceptional and passionate people who also embody these values and want to help make a difference in their chosen role.

I feel my personal values are closely aligned with your business values and I'd love to be a part of the Animal Friends team. Unfortunately, there isn't a vacancy at the moment that fits my skillset. Can I send my CV for you to hold on file?

We're so happy that you see many of your own values reflected in our business. While we're not able to hold CVs on file or accept speculative applications, we'd love for you to register for our email job alerts. You'll then receive notifications letting us know about any new vacancies that might appeal to you as soon as they become available.

I don't have a CV; can I still apply?

To help us learn a bit more about you, and how your skills and experiences will support you in the role you're applying for, we do ask that you attach your CV to your application. If you have any questions, or would like to discuss other application options, please don't hesitate to email careers@animalfriends.co.uk. There are also lots of handy hints and tips online to help you get started with creating your CV.

Can I apply for more than one vacancy?

If your skillset and experience fit more than one vacancy, then you can absolutely apply for more than one role. If you need any more information about a role before you decide to apply, please contact careers@animalfriends.co.uk.

I will require certain accommodations to be made during the application process. Can I still apply?

Absolutely, we will work closely with you to ensure that any necessary adjustments are made to support you with your application, and throughout the recruitment process. Please don't hesitate to contact careers@animalfriends.co.uk to discuss this with our team.

Can I apply for a job by post?

While we ask that all of our applications are made online, if you're unable to submit an online application, we don't want this to stop you from applying altogether. If this is the case, please contact our Recruitment team by emailing careers@animalfriends.co.uk, who will work with you in support of your application.

Can I apply if I need a permit to work in the UK?

We currently hold a Home Office Skilled Workers license, which means we are able to sponsor people to work for us if they don't currently have the right to work in the UK. Our policy is to offer sponsorship based on the following principles of the Home Office guidance:

- The role is included on the Home Office skills shortage list and meets the eligibility criteria for sponsorship as set out by the Home Office.
- The candidate can pass any assessments required by the Home Office to receive sponsorship to work in the UK.
- The candidate will need to be living in the UK.



Can I apply if I have a County Court Judgement (CCJ) or another form of bad debt?

As a financial services business, we are regulated by the Financial Conduct Authority (FCA). While we understand the incredibly sensitive nature of circumstances such as these, alongside FCA regulations and guidance, we have taken the decision to not employ anyone who has a current CCJ, Individual Voluntary Arrangement (IVA), default payment, or who has declared insolvency or bankruptcy within the last six years.

Are there any tasks or assessments that I'll need to complete during the application process?

If you're applying for a role that requires specific technical skills, we may ask you to complete a task as part of the recruitment process, but this wouldn't form part of your initial application. Our team will let you know with plenty of advance notice if a task has been set, or if an assessment will form a later part of your application.

When will I hear back following my application?

We like to start conversations with our potential new colleagues as soon as we can. That's why we'll confirm receipt as soon as we've received your application, and will be in touch at the earliest opportunity, via email or telephone, to update you on the status of your application.

Am I able to have feedback on my application?

We receive a high number of applications for many of the job roles we advertise, which unfortunately means that at the initial application stage, we're not always able to commit to providing detailed feedback. We do, however, provide feedback for candidates who have attended an interview with us.

Do you offer work experience or apprenticeships?

We don't have a formal work placement or work experience scheme at the moment; however, we are hoping to implement new programmes in due course.

Screening & Interviewing

If I'm selected for telephone screening, what should I expect?

If you're successful in your application, we'll be in touch with you by telephone, or email, to let you know the exciting news that you have been shortlisted. At that point, our Recruitment team will book you in for a further conversation with them, where we can learn a little more about each other. We'll be interested in talking about your skills, values, and experience, and you can dig a little deeper into the role you've applied for, and who we are as a company. These calls usually last no longer than 45 minutes

What can I expect during the interview process?

Firstly - congratulations on being offered an interview! Our interview process varies slightly, depending on the role you've applied for. We use a combination of telephone screening, face-to-face interviewing (this is done via Microsoft Teams for most interviews), personality profiling, and skills-based assessments. Although we typically operate a one-stage interview process, this may not be appropriate for each and every role.

Our Recruitment team will be there throughout every step of the interview process to make sure that you're kept informed about what to expect at each stage so there won't be any surprises!

What should I expect during my interview?

During your interview, you'll have the chance to meet the hiring manager, as well as a member of their team, who will be keen to learn more about you, your background, and why you think you'd be the perfect fit for the role, and Animal Friends. There will be a variety of questions technical, situational, competency and values based as well as the opportunity for you to find out more about the role, the team, and us as a company.

Your interview is likely to last around an hour. If you'll be required to complete a task, or assessment as part of your interview, our Recruitment team will let you know in advance.

Do I need to bring anything to my interview?

Please have your proof of right to work available, as we'll ask you to show this to us during your interview, and we'll need to verify it if your application is successful. If you have any questions at all about right to work documentation, please email our Recruitment team at careers@animalfriends.co.uk who will be more than happy to help. If you have been set a task to complete prior to your interview, please bring this along too.

Can I claim travel expenses for attending an interview?

We're proud to have such a widespread team here at Animal Friends, with colleagues all over the UK. We believe that this approach to recruitment helps us to find the perfect candidate for every role, with no location barriers. To support this, we complete the majority of our interviews online through Microsoft Teams however, if you would prefer to meet your interviewers in person, we're not able to cover travel expenses to and from your interview, except in exceptional circumstances. If you would like to discuss this with our Recruitment team, please email them on careers@animalfriends.co.uk.

Do you have any advice on how to prepare for my interview?

An interview offers you the opportunity to demonstrate your passion, skills, talent, and experience. We know that this can be quite daunting which is why we will do all we can to make the experience as comfortable as possible. Here are a few things to think about when preparing to come and talk with us:

- Consider what it is about Animal Friends, and the role you're applying for, that appeals to you the most, and what makes you, your skills and your experiences, the perfect fit for the role.
- Make sure you've researched us thoroughly to help you demonstrate how you would bring to life our purpose, our vision and our values in your chosen role.
- Consider moments that you're proud of in your career so far, or any challenging situations that you've overcome— we'd love to hear about them.
- When you're asked a question during your interview, please don't worry about taking as much time as you need to answer. We're all human, and we all need time to gather our thoughts.
- Remember – this is your chance to find out all about us, too! Have a think if there's anything specific you'd like to take away from your interview, and if you've got any burning questions, we'd love to hear them.
- Arrive, or ensure you're online with time to spare, to relax and catch your breath before the interview starts.
- Most importantly, be yourself – we just want to meet, and get to know, the real you.

If I am successful, what hours will I work?

At Animal Friends, we're proud to offer highly flexible ways of working, to suit the unique needs of our diverse and widespread team. We understand that there is no 'one size fits all' approach to the working day, and that each and every member of our team is so much more than just their job role.

While our standard working hours across the business are 9am to 5pm, Monday to Friday, we strongly believe in the importance of maintaining a healthy balance between your life at work, and your life at home, and the impact this has on general wellbeing and morale.

If a different working pattern would help to support your work-life balance, we are more than happy to look into accommodating this, and our Recruitment team would be glad to discuss this with you during the recruitment process.

Joining the team

What happens if I get offered a job?

Our Recruitment team will give you a call to let you know the good news and to welcome you to the team! Your offer letter and full contract of employment will then be sent to you by email. Please remember that your offer of employment is conditional upon us receiving satisfactory references and credit checks.

What does the right to work check involve?

Successful candidates will need to undergo a right to work check before we can proceed with our formal job offer. Under the latest [Home Office regulations](#), our process is:

- For candidates who have an in-date British passport or Irish ID card, we can complete the check via a certified third party, followed by a video verification call.
- For candidates who have an in-date E-Visa or Biometric Residence Permit, we can complete the check online through the Home Office, followed by a video verification call.
- For successful candidates who don't have an in-date passport, E-Visa, or permit, they can visit the Amesbury office in person with their documents for manual checking, or post their documentation to us, followed by a video verification call.

Will I need to provide references/complete a credit check?

Once you've verbally accepted a job offer, you'll be contacted by a third-party pre-employment screening company, Security Watchdog, who act on our behalf for this final stage of the recruitment process.

Full details of this part of the process can be found in your offer pack. Please remember that our offers of employment are conditional on receiving satisfactory references for the last three to five years, and satisfactory credit checks from the last six years.

Due to guidance set by our regulator, the Financial Conduct Authority, we aren't able to proceed with our offer of employment if you have had a CCJ, IVA or have made a default payment, or declared insolvency or bankruptcy within the last six years. If you would like to discuss this with our team at any stage of the recruitment process, please get in touch by email at careers@animalfriends.co.uk.

What equipment will I be provided with?

To help you settle into your new role, you'll receive a laptop or desktop, monitor, keyboard, mouse, and headset as standard. If you know in advance of any other IT equipment you require, please let us know.

You can also order a desk, footstool, and chair if you have chosen to work from home for some, or all, your working hours. Your line manager will discuss these options with you before your first day at Animal Friends.

What happens on my first day?

We hope you're as excited about your first day as we are! All the details will be confirmed within your offer pack, and your line manager will be in touch before you start to welcome you to the team.

A week before you are due to join, you'll be sent a welcome letter to let you know a bit more about what to expect during your first week at Animal Friends.

Your IT equipment will be scheduled to arrive by 1pm on your first working day. If you've ordered any office furniture, this should arrive during your first week.

If you have a question that wasn't covered in these FAQs, please don't hesitate to reach out to our Recruitment team, who will be happy to support you through the application process, and answer any of your questions. You can reach the team by emailing careers@animalfriends.co.uk.

