

I LOVE MY JOB!

Benjamin De Tarrier, Aviva, Customer Service Manager

- **Where did you go to school?** North Walsham High School
- **What path did you take to get to your current position?** Started in the travel industry as a travel agent, then moved into financial services and worked for 2 other larger insurers before joining Aviva
- **What subjects did you study?** Leisure & Tourism, Sports Science and Business Studies
- **How many jobs have you had, and can you name them?** Car park attendant, Travel Agent, Travel Rep, Insurance Claims Handler, Customer Service Adviser, Team Leader, Customer Service Manager
- **What school subjects link to your career?** Business Studies and IT
- **A typical day in your current role looks like:** A catch up with the Operational Leaders who report to me; making sure all the teams are ok and that we are servicing customer demands as efficiently and effectively as possible. Then typically a day of meetings or catch ups helping to develop staff to fulfil their potential. I also like to spend time with the teams to understand what I can do to make their jobs easier, creating a culture of open and honest conversation and customer centricity. Everyone should enjoy going to work.
- **What skills do you use daily, that you learnt at school?** How to communicate effectively and how to plan and prioritise my day. Probably the most important one; at school when I didn't know something I would ask for help. This is no different in your chosen career, I don't always have all the answers, but I know it's fine to ask my colleagues for help, support and guidance.
- **What is the number #1 piece of advice you've been given that helped you with your career choice?** This came from my dad, always treat people how you would like to be treated and never ask someone to do something you're not prepared to do yourself.
- **Where do you see yourself in 5 years?** At Aviva, still looking to learn, hopefully running an even larger business and making more money for my children so they have options when they are older.
- **What is the average salary for this role?** £45k



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- **If you could have done anything differently on your career journey, what would it be?** Nothing. I used to think it was bad not knowing where I was heading, but it's a good thing to try different roles in different sectors and find what your passionate about.



Why do you love your job?

I love my job because every day I see people progress, develop and move around the business and find what their calling is. I also love my job for the freedom it gives me when I need it, I can work from home if I need to which means I can take my children to school and pick them up which is priceless. I also know that hard work pays off, and this means when my children are older, they will have options around what they want to do such as travelling or university. They are my purpose of why I work hard everyday and it really does help that I love my job too!