

ABI

Careers with the ABI



Who are we?

Together, driving change to build and protect a thriving society

The ABI is the voice of the UK's world-leading insurance and long-term savings industry, which is the largest sector in Europe and the third largest in the world. We **represent more than 300 firms** within our membership, including most household names and specialist providers, providing peace of mind to customers across the UK.

We are a purpose-led organisation: *Together, driving change to protect and build a thriving society.*

On behalf of our members, we work closely with the UK's governments, HM Treasury, regulators, consumer organisations and NGOs, to help ensure that our industry is trusted by customers, is invested in people and planet, and can drive growth and innovation through an effective market.

Our role is to:

- **Get the right people together** to help inform public policy debates, engaging with politicians, policymakers and regulators at home and abroad.
- **Be the public voice of the sector**, promoting the value of its products and highlighting its importance to the wider economy.
- **Help encourage consumer understanding** of the sector's products and practices.
- **Support a competitive insurance industry**, in the UK and overseas

Why work with us?

The ABI is a place for people who care about driving positive change.

We offer:

- The opportunity to engage in **career-defining work**.
- **Direct access to senior stakeholders** across the insurance and long-term savings industry and government and regulators
- High levels of **autonomy, development and stretch**.
- An **inclusive, friendly work culture** underpinned by fantastic benefits and flexible working.
- See and hear more about us in our [video](#)



Where you can work

Policy

Policy experts in General Insurance, Long-Term Savings and Health & Protection. Also includes our Data and Analytics team who provide vital stats and analysis.

Regulation

Deal with issues relating to how insurers are regulated. It's made up of: Conduct Regulation, Prudential Regulation, Taxation, DEI & Sustainability, and European & International Affairs

Corporate Affairs

Experts in getting our messages across in a succinct and impactful way. We have teams in Communications, Public Affairs and Campaigns & Marketing.

Membership & Commercial Development

Our Events and Membership teams sit here. They focus on a varied events programme and maintaining and growing the ABI's membership bases and our sources of commercial revenue

Shared Services

Keep the business running effectively. It is made up of HR, Finance, Business Services, Directorate Support and IT.

Director General's Office

Our Director General and the colleagues who work closely with her, including our Legal team. This team also manage briefings and oversees our business plan and strategic objectives

Your career

We're a small, flexible organisation and your development is tailored to you and your needs and ambitions.

Broadly, the linear career path is: Assistant, Adviser, Senior Adviser, Manager, Assistant Director, Director. There are no strict rules around this as we know everyone's journey is different. Some [people move around and up internally](#), and others [move externally](#) to further their career.

Your manager will work closely with you to set [stretching objectives aligned with our strategic goals](#) and [build your personal development plan](#).

Our HR team will help you [undertake further professional training](#) to benefit your development and your career at the ABI and are always on hand for advice and guidance. We may also be able to support [professional qualifications](#) where relevant to you and your role.

There's also lots of [value-added initiatives](#) to get involved in outside your normal areas of work. We have various [project teams](#) and [Sports & Social, Health & Wellbeing, Values and Inclusion groups](#) too.



Training & development

Training Offering

We have a generous training budget provision at the ABI and routinely run group courses for colleagues covering core skills that many seek to develop.

Professional Qualifications & Membership

We support colleagues with studying towards any formal professional qualifications that may be relevant for them. The ABI will pay the professional fees associated with this plus 8 days of study leave per year. In addition, we will fund ongoing professional membership fees.

Mentoring Scheme

An internal mentoring scheme is in place at the ABI which enables colleagues to be matched to another colleague operating at a more senior level to provide mentoring support.

Leadership Development

Colleagues who are newly-promoted into line management positions attend external training in respect of this. We also make provision for colleagues to undertake 1:1 coaching activity as required.



Your benefits

Family Friendly

- Enhanced Maternity Leave
- Enhanced Shared Parental Leave
- Paid Paternity Leave
- Paid Carer's Leave

Society & Planet

- Give As You Earn Scheme
- Volunteering Leave
- Cycle to Work Scheme

Work Life Balance

- 25 Days Annual Leave + Bank Holidays
- Long Service Awards
- Hybrid Working (40% of time in the office)
- A Day Off for your Birthday
- Sabbatical Leave

Mental Wellbeing

- Employee Assistance Programme
- Access to professional support through PMI
- Trained Mental Health First Aiders

Health & Physical Wellbeing

- Private Medical Insurance (PMI)
- Subsidised Gym Membership
- Dental Insurance
- Group Income Protection Insurance
- Eye Tests & Glasses

Financial Wellbeing

- Group Personal Pension Plan
- Group Life Assurance
- Season Ticket Loan
- Support via the [Insurance Charities](#)



Our culture

When meeting us, you'll quickly find out we are united in our belief that the best thing about the ABI is the people.



We're a friendly, collaborative team working in an open plan office in the heart of the City. We also have some colleagues based in Edinburgh and do plenty of home working too.

We work hard but have fun along the way with plenty of social and health and wellbeing activities. Being a team of under 100, it's easy to get to know your colleagues.

The moment you step out of the lift on your first day, you're guaranteed a warm welcome.

99%

Of our colleagues feel individual differences are respected



Our values

We are Appreciative

- Praise is not just for appraisals, it is ongoing
- We build ways to showcase good work
- We recognise the small tasks and the big wins
- We make time to feedback and celebrate success

We are Brave

- We all listen with an open mind
- We reward innovative and challenging thinking
- We keep an eye out for opportunities to push ourselves
- We encourage a culture that is open to new ideas and internal challenge
- We focus on the outcome we're trying to achieve, not just the output

We are Curious

- We create an open environment and welcome questions
- We take the initiative and pass on our knowledge
- Leaders challenge the 'norm' and empower staff to think widely
- We allow time for wider debate

We are Human

- We are empowered to challenge behaviours that do not match our values
- We encourage questions that explore different experiences, attitudes and backgrounds
- We encourage staff to contribute in many ways
- We make time for quality engagement with each other

We take Ownership

- We trust each other and trust in ourselves
- We encourage people to have confidence and support a can-do attitude
- We get the right skills in place
- We reward outcomes
- We know Ownership doesn't mean doing it all on your own

APPRECIATIVE

BRAVE

CURIOUS

HUMAN

OWNERSHIP

Diversity, Equity & Inclusion

Our vision is for all prospective and existing colleagues to have the right resources for them to begin, develop and thrive in their ABI careers and beyond.

We want equity for all, regardless of individual background and to make sure we represent the society our members serve. Our 2023-2026 Inclusion Strategy outlines our plan and you can read it in full [here](#).

Our recruitment process is just one part of our commitment to inclusion. We work with Applied, a recruitment platform that uses behavioural science to remove unconscious bias and improve predictive validity in hiring. *It helps us find the best person for the job, irrespective of their background.* This not only is much fairer and more inclusive for our candidates, it also helps us make good decisions on who to interview and ultimately hire.

We are committed to making reasonable adjustments to our recruitment process and beyond as required for people with a disability. To discuss in more detail, please contact careers@abi.org.uk. We will also check this with you should you be invited to interview.

Where practicable, we will offer an interview to disabled candidates who meet the minimum requirements for a role. If you believe this may apply to you, you will be able to indicate this on your application form.



Our recruitment process

We've mainly done away with assessing based on traditional CVs and cover letters and [our method of recruiting levels the playing field for everyone](#) and that makes for a better experience for all involved.

So, what does the process of applying to the ABI look like?

- Firstly, we'll ask you around 3 application questions. These questions are designed to show your understanding and interest in the role and demonstrate the key skills needed to do the job well. If we're expecting a high volume of applications, we may also ask a multiple-choice question which gets straight to the behaviours/skills we're looking for.
- Once the deadline has passed, a team of ABI colleagues will score all the applications against set criteria. We don't know anything about the person who has submitted the answer and we all score independently of each other. This is to remove the potential for unconscious bias in the process and ensure we focus on the things that really matter for the job.
- From there, we'll meet the highest overall scoring candidates for interview, regardless of what's on your CV. It varies depending on the level of the job, but you can generally expect a one or two-stage interview process with a task done at the first stage. As ever, we score every answer to set criteria independently of each other to ensure fairness and objectivity.



Your HR team



Emma Phillips
Assistant Director,
Head of HR



Vicki French
HR Business Partner



Susan Abbott
Senior HR Adviser



Susan Maloney
HR Officer

You can contact our HR team by phone on 020 7216 7483 or email: careers@abi.org.uk