

Matt at Zurich Insurance

Who is Matt?

Matt is a Business Continuity Coordinator at Zurich Insurance.

Matt's history

Matt has been at Zurich Insurance for 5 years, he began his journey with them as a Level 3 General Insurance Practitioner Apprentice. This involves completion the Chartered Insurance Institute Certificate, which includes 3 exams to help build on his industry knowledge, all insurance apprentices in our Claims and Underwriting teams sit this qualification. Other professional qualifications are in different apprenticeships.

Matt was in this role for around 3 years, but knew that he wanted to move on within the company. He utilised the Zurich 'Ride the Railway' opportunity which all employees are encouraged to do to help broaden their understanding of the UK business, discover new roles, collaborate with different teams or simply try something new. He eventually found a role that suited him in Continuous Improvement and now supports the recruitment of others.

Why Matt chose to be an apprentice

Matt went to Upper Shirley High School and then Barton Peveril College. He always felt pushed towards the university route but did not have his heart set on a particular subject or area to study for the next 3-4 years at university.

He chose to pursue an apprentice position as he was ready to leave the classroom setting, instead deciding to gather real life experience and a job in the working world. The opportunity to learn and earn while gaining a qualification, work experience and a job was the perfect combination for Matt.

Recruiting others

Matt now gets involved in recruiting new people into the team, when interviewing candidates, he asks questions that require them to demonstrate how they communicate and to talk through how they solve problems. He also uses questions which will bring out a candidate's teamwork skills. Sometimes interviewers use surprising questions such as "If you were a tree, what tree would you be?". These questions are designed to take a candidate by surprise. Managing unexpected situations is a key skill in the workplace and shows a lot about a person's interpersonal skills.

Hopes for the future

Matt has just secured a new role in Business Continuity. Once he finds his feet here, he wants to undertake a qualification in People Management as he currently mentors a couple of members of his own team and thoroughly enjoys it.