

**We need people who are great
with people.**

Unity

Insurance Services

Applicant Information Pack

Insurance Apprentice



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Hello, it's you we're looking for.

We're Scouts and everyone's welcome here - all genders, races and backgrounds. We give over 400,000 4–25-year-olds the skills they need for school, college, university, the job interview: the skills they need for life.

Right across the UK, we're helping young people gain skills for life and find their place in the world. We help them speak up, play their part and shine bright. Scouts is the place to be yourself and find yourself.

These are young people who are not afraid to stand up for what they believe in, to do the right thing and think of others before themselves.

At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society. All this is made possible by the generosity of our adult volunteers.

Now's a challenging time for us all, but Scouts has never been more important - giving young people purpose, hope, and a place to belong. With the launch of Squirrels for 4–6-year-olds, and opening more units in even more areas of deprivation, we're making more of a difference than ever.

Visit the Scouts online [here](#) for more on our values and [#SkillsforLife](#) strategy.



Carl Hankinson, UK Chief Volunteer

Aidan Jones, Chief Executive

'At a time when communities sometimes feel divided, Scouts brings people together. We're building stronger communities and contributing to a stronger society.'

Carl Hankinson, UK Chief Volunteer



Chief Scout, Dwayne Fields, Polar Explorer & TV Presenter (second from left) with celebrity chef Levi Roots (third from left) with our Scouts at 10 Downing Street, London UK

You'll be helping change young people's lives. But what else is there for you?

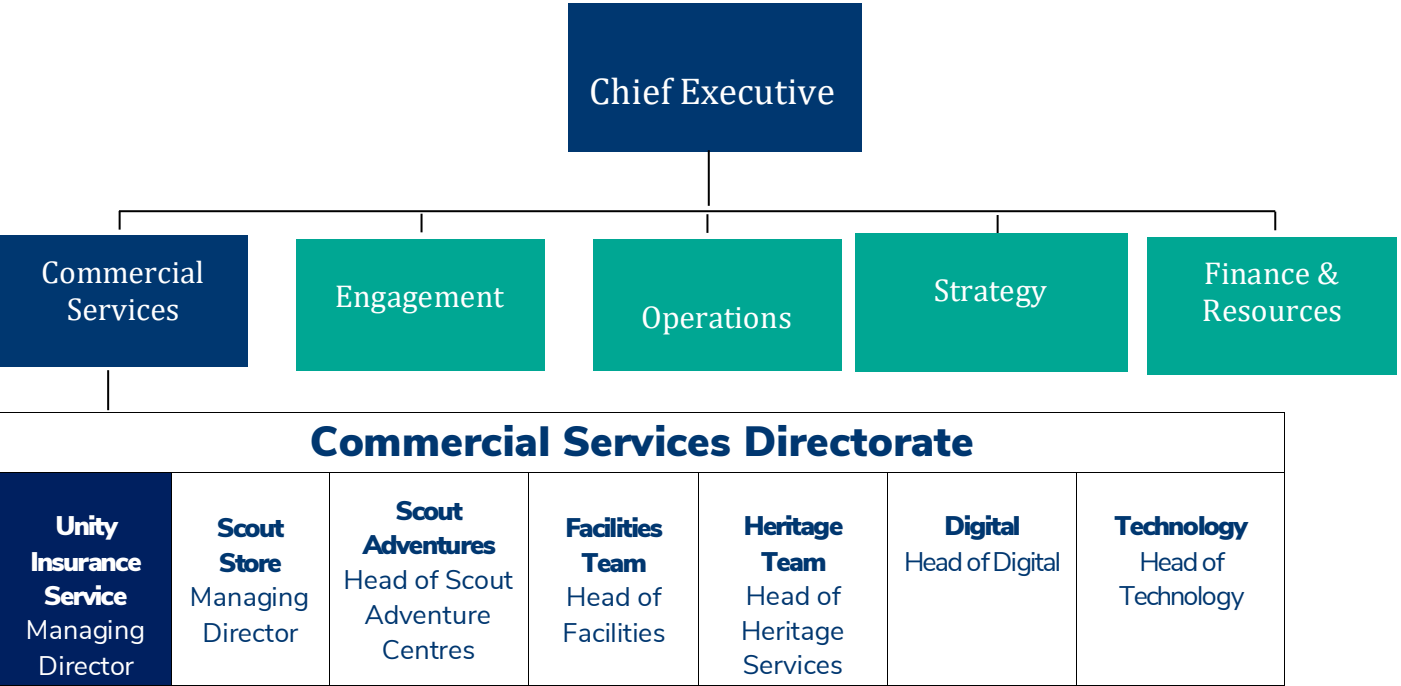
- Work in a way that suits you, your role and your department
- Be proud to say you're part of a team with [Investors in People \(Gold\)](#)
- Plenty of opportunity for learning and development
- 28 days holiday a year, plus bank holidays rising to 32 days after two years (we don't insist you go camping)
- Four extra days to look after your family when they need you
- Three extra days over Christmas (that's our gift to you)
- When you're at the office, you'll be surrounded by 100 acres of beautiful woodland (that means lovely lunchtime walks)
- Be part of a team that believes having fun's important too, with team days, charity days and our new interactive Scout-themed collaboration hub (think tents!) creating a great informal environment for meeting and working

Want to know more?

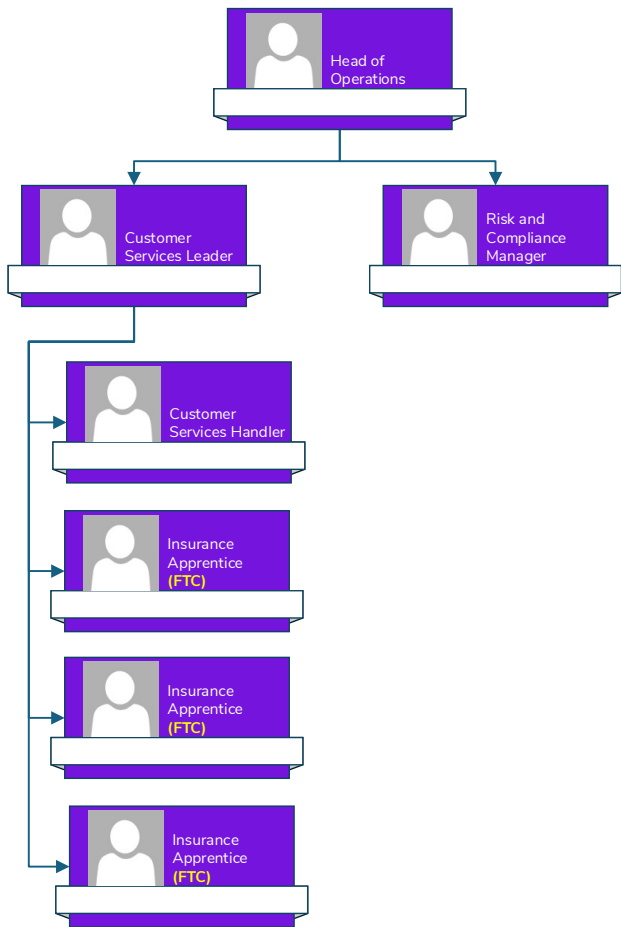
Check out our [benefits page](#)

How we're structured

Our UK headquarters is based at Gilwell Park, Chingford, London, and is divided into five directorates:



Unity Operations Team Structure:



We're the Unity Team.

We're doing well, but you can help us do better.

At Unity, our team culture is the heart of our success. We thrive in an environment that celebrates diversity, collaboration, and innovation. What's truly great about working with us is the sense of unity (pun intended) that binds us together.

The best part of this job is the opportunity to make a real difference in people's lives. As an insurance broker with Unity, your key accountabilities will revolve around providing clients with peace of mind, offering tailored insurance solutions, and building lasting relationships, with the unique proposition that all our work helps Scouts prepare young people with skills for life.

Our team stands out not just for the work we do but for the way we do it. We have a collaborative and structured approach, balanced with a relaxed atmosphere.

Joining our team also means access to incredible opportunities for personal and professional development. Whether you're starting your career or looking to lead projects, Unity provides a platform for growth. You'll be empowered to shape the future of our business, contribute fresh ideas, and make a meaningful impact on our clients' lives.

Join Unity Insurance, and you'll discover a team that's passionate about helping others, a job that challenges and fulfills you, and a community that supports your professional journey. Together, we're reshaping the insurance landscape, and we invite you to be part of this exciting journey.

Philip Johnson
Managing Director
Unity Insurance Services



About the role

Responsible to:	Renewals Manager
Department:	Unity Insurance Services
Base Location:	Lancing, West Sussex.
Role supports hybrid working:	No
Term:	This apprenticeship is for 18month with a view to considering permanent roles available in the team on completion.
Salary:	£11,648 - £20,748 per annum - There are different rates of pay for apprentices depending on your age and what year of your apprenticeship you're in. These are in line with National Minimum Wage for Apprentices.
Hours:	35 hours per week – 9am -5pm
Internal Relationships:	Director of Commercial TSA, Managing Director, Head of Sales, Head of Operations, Team Leaders, other Unity and HQ colleagues.
External Relationships:	People and organisations from the Scouting, Guiding, Charity and business sectors. Suppliers and service providers, insurers and the general public.
DBS:	Basic

Welcome to Unity Adventure!

Step into the financial world of Unity Insurance Services. We're a team of 30 based in Lancing, and a group of insurance enthusiasts on a charitable mission!

This document aims to provide you, our prospective Apprentices, with a sneak peek into our Apprenticeship initiative, showcasing the wealth of personal and professional growth opportunities it offers.

Let the Fun Begin

We're not your typical Insurance Broker, we are fun! We assist Charities, Youth Groups, Community Champions, and businesses arranging insurance protection. Unity is not just about arranging insurance; we're the Robin Hood of the insurance world. As a social enterprise proudly owned by The Scouts, we channel our inner superhero by gift-aiding 100% of our profits back to The Scout Association, supporting young people with skills for life across the UK.

The Unity Vibe

Our secret is our values! At Unity, we live and breathe integrity, respect, care, belief, and cooperation. It's not just a list; it's our working life and our organisations success. We're hard-working who believe in doing the right thing, creating an excellent customer experiences, whilst having a giggle along the way.

The Apprentice Magic

Now, let's look at the pathway leading you to Unity.

Picture yourself earning a salary, studying for an insurance industry recognised qualification while working in a lively office. Experience the variants of business having exposure to finance, marketing, sales, and more. It's not just a job; it's an adventure that will give you a great grounding for your career progression.

What's expected?

This programme will develop your professional skills and workplace performance as an insurance practitioner. Learning and assessment methods have been contextualised in modern industry, so learning is directed towards not only achieving professional recognition, but also improving performance on the job in a measurable way.

You will learn how to build professional relationships within the context of insurance and regulatory frameworks, while developing transferable skills across the financial services industry that offers flexibility to support your future career. Earn while you learn! Fully funded professional training, including dedicated study time culminating with a Cert. CII (Level 3) qualification upon completion.

Additional benefits;

- Exam confidence – All content is interwoven with CII to create one seamless journey to pass exams.
- Programme is designed with Unity to make them relevant and impactful to your performance.
- Our blended learning approach focuses on building high-performing professionals. The End Point Assessment Organisation (EPAO) panel is formed of industry professionals to benchmark to industry standards
- Industry experienced tutors and coaches, developing professional skills and ensuring practical application from outset.
- Coaches are professional coaches – recognises strengths and development areas through a process of coaching discussions, self-assessment, stretching and individual objectives setting.
- Access learning materials 24/7 from The Hub – your online learning environment, offers learning on the go with an app for Android and iOS
- Virtual Campus – provides mentoring, networking and social groups with peers

Key accountabilities

Why Choose Our Apprenticeship Program

Professional Qualifications: Unity will arrange and fund your studies to obtain professional CII (Chartered Insurance Institute) qualifications.

Real-world Exposure: Simultaneously, you'll dive into office life, gaining insights into various aspects of our operations.

Diverse Learning Modules:

- **Understanding Finance:** Grasp basic financial concepts and immerse yourself in Unity's financial processes through hands-on exercises.
- **Understanding Marketing:** Explore the fundamentals of marketing, Unity's strategies, and channels, with engaging hands-on projects.
- **Sales and New Business:** Learn sales techniques, Unity's approach to acquiring new business, and apply your skills in role-play and real-life scenarios. Actively secure renewal business by re-broking existing business to ensure the client is presented with the most suitable and cost effective cover.
- **Product Knowledge:** Acquire in-depth knowledge of Unity's insurance products, engaging in product comparisons.
- **Customer Service and Claims:** Understand customer service best practices, Unity's claims process, and client support by handling real-world scenarios. Achieve and maintain a high level of customer service and promote exceptional customer care standards at all times.
- **Compliance and Regulations:** Dive into insurance regulations, Unity's commitment to compliance, and ethical practices through workshops and exercises. Handle any complaints in accordance with regulation, the Company's Conduct Policy and Guide to Best Practice
- **Career Development and Future Pathways:** Identify career goals, paths within Unity, and receive guidance on CV building, interview skills, and career planning through mock interviews.

Key Performance Indicators:

Ensure all Key Performance Indicators are achieved and are attained compliantly with FCA regulation

Compliance:

Be aware of the contents of the company's Guides to Best Practice and ensure a full understanding of the following subjects, as a direct relation to the role. Ensure full compliance with the procedures contained within the Guides

- Commercial business
- Consumer business (if applicable)
- Consumer Credit
- Complaints
- Contract Certainty
- Errors & Omissions
- Training and Competence
- Conflicts of Interest
- Treating customers fairly
- Whistle Blowing
- Financial Crime
- Data Security and General Data Protection Regulator
- Record Keeping
- Ensure compliance with the company's employment policies and procedures as contained within the Employee Handbook.
- Ensure compliance with the Individual Conduct rules and Conduct policies.
- Ensure all other company practices and procedures are followed and adhered to.
- Where appropriate, take responsibility for meeting the reporting requirements of the FCA
- Where required, ensure staff are adhering to FCA compliance. Perform regular file and sales audits.

Treating Customers Fairly:

- All employees are responsible for engaging with the senior management of the firm in ensuring that our customers are consistently treated fairly and for observing all of the firm's TCF procedures.

Professional development:

- Conduct learning, training and assessment exercises in accordance with the individual T&C scheme applicable to you. Identify further areas for development as required.
- Attend supervision sessions, team and management meetings as appropriate.
- Attend in-house training and external training courses as agreed.

Insurer/Underwriters:

- Develop and maintain effective and valuable relationships with insurers and underwriters for the benefit of the company and its clients.
- Comply with the administration requirements of any given insurer.
- Assimilate all company literature circulated by the firm or its agencies.

Security:

- Ensure personal data (client and employee) is secure, held and properly utilised in accordance with the principles of the Data Protection Act (2018) and Company policies.
- Work at all times within strict confidentiality guidelines and the principals of the Data Protection Act (2018) and Company policies.
- Report any potential breaches, including weaknesses in current systems

Administration:

- Priorities all client communication and ensure it is actioned in a timely way and in accordance with company procedures.
- Maintain all computer and paper files in accordance with company standards (which should be fully compliant with FCA).

General:

- Ensure the Health and Safety manual is followed and the office is kept clear and presentable, clear of obstructions at all times, ensuring that all deliveries, parcels, post and messages are given to the appropriate person promptly.
- Undertake any other reasonable duties as directed by your line manager.

About you

Skills and abilities

- Attention to detail
- Confident communicator
- Building strong relationships with e.g. clients, insurers etc
- I.T. skills
- Organisational skill

Qualifications

- Minimum two A levels (grade C or above) or equivalent and willingness to work towards Cert CII

Values & Personal qualities

- Satisfy all pre-employment checks required for the role including criminal records and credit check.
- Ability to work using own initiative
- Live by the company's values Integrity, Respect, Care, Belief and Cooperation

Equity, Diversity & Inclusion

The Scouts is an equal opportunities employer and we are committed to fostering an inclusive environment where everyone feels valued and empowered to contribute. We offer flexible working arrangements to support diverse needs and lifestyles, ensuring that our teams can thrive both professionally and personally. We welcome and encourage applicants from all walks of life, believing that varied perspectives strengthen our innovation and community. Your unique experiences and ideas are essential to our success, and we look forward to hearing from all voices.

How to apply

Before making an application, please make sure that you've read the [Recruitment and Selection Policy](#).

Please submit an application via [our jobs page](#) by 23.59pm ongoing until Sunday 30th October 2026.

Scouts is an inclusive organisation, and we are committed to creating a recruitment process that is accessible to everyone. If you need support during the application process, please email recruitment@scouts.org.uk and we will endeavour to support your accessibility needs. If you are shortlisted for an interview, we will ask you whether you require any adjustments or support to participate fully in the selection process.

To help us monitor the application of our [Equality, Diversity & Inclusion Policy](#), we'd be grateful if you'd also complete the Recruitment Monitoring questions on the Application Form.

Telephone Interviews will be held in week commencing Monday 16th November 2026

Interviews will be held in person week commencing Monday 23rd November 2026

Start Date: January 2027.

If you'd like to find out more to see if this role suits you, we'd be very happy to have an informal chat; please contact recruitment@scouts.org.uk to set up a call or virtual meeting.



