



Your candidate preparation pack

A young man with brown hair and a light beard is looking upwards and to the right. He is wearing a dark blue sweater over a light blue collared shirt. He is holding a white tablet in his right hand and a large, brown, textured leather briefcase in his left hand. A large red triangle is superimposed over the background, pointing downwards from the top right. The background is a blurred cityscape.

# Your guide to AXA UK



# Hello!

**We just wanted to say congratulations on getting an interview. We can't wait to meet you.**

**If working for an award-winning company, loved by its people as much as by its customers appeals to you, then look no further.**

This pack is designed to help you find out a little bit more about us, and get you prepared for your interview.

We believe it's the little things that make a difference to our customers, so if you are passionate, ambitious and talented we would love to welcome you to the team.





# Getting to know us

There's a lot more  
to AXA UK than you  
might think...

**105 million**  
customers  
worldwide

**10 million**  
customers in  
the UK

**160,000**  
employees  
and distributors  
across  
**62** countries

**8,200**  
employees  
in the UK





# A bit about us

Our culture is open,  
supportive, challenging  
and empowering

It's important to us that we're a company that our people are proud to work for. We love hearing when our people have done a good job and enjoy celebrating it even more!

Like most businesses, we're constantly changing and adapting to better meet the needs of our employees and customers. We'll always do our very best to make sure you have the right tools to do your job brilliantly.

Our culture is open, supportive, challenging and empowering.

Perhaps that's why we're frequently awarded accolades for being a great employer, or why the Department of Employment awarded us the 'Positive about Disabled People' seal of approval.

Either way, it's our amazing people we have to thank for being the Number 1 Global Insurance Brand\*, an incredible ten years in a row.

Voted

**Number 1  
Global Insurance  
Brand\***

ten years in a row

**We are proud to  
be recognised as  
a great employer.**

\*AXA: FCA regulated





# Our business

## Understanding how it all fits together

**We're a world leader in Financial Services. Each part of our business offers our customers world class solutions, from automotive insurance to healthcare insurance. At the centre of it all, is the AXA UK Corporate Centre which makes sure everything is working as it should be and that everyone has what they need.**

Bright ideas for new products, exciting solutions, or just changes to the way we work can come from anyone. So, we spend a lot of time actively encouraging all of our people to think of new ways to be brilliant.



**AXA Corporate Centre (UK)** oil the cogs by supporting AXA Insurance, AXA PPP healthcare and our businesses in Ireland.

We employ over 500 people covering everything from Risk and Compliance, Marketing, HR, Finance, Property, Procurement, Legal, Communications and our Executive Office.



**AXA Group Operations** geek out. We have the best IT and communications technology. We're super digital, super secure and have an ever-smaller carbon footprint.

Technology moves at an incredible pace, so we look for people who are curious, proactive and adaptable.



**AXA Insurance** businesses employ over 5,500 in a network of offices across the UK. Our expert teams care for a huge range of customers, helping them protect their cars, homes and businesses against life's uncertainties. Whether bought directly, through brokers or through a number of corporate partners, our market-leading products are trusted by millions.



**AXA Global Healthcare** offer global support to people who think a little bigger.

We help our customers get fast access to expert medical care, whenever and wherever they need it – from a routine check-up to a lengthy hospital stay.

This is what we do each and every day. And we know what we're doing.

Wherever life takes our customers; we'll be there when they need us.

**Architas** simplify the investment process by offering a suite of funds to meet the different needs of investors.

As a world leader in Financial Services we have industry-leading fund managers, and have nearly £23billion assets under management.



**AXA Partners** come to the rescue in an emergency and provide everyday assistance in automotive, travel, health and home and personal services 24/7.

Our multilingual team of 8,600 people are located across 34 countries, so we really are there when you need us, wherever you are.



**AXA PPP healthcare** help people to live a better life.

We partner with our customers to help them stay healthy and make positive lifestyle choices. When times are tough our Care Coordination approach provides our customers with clear guidance.

We support people when they need it the most, offering Employee Assistance plans, Occupational Health and expert helplines.



**AXA Liabilities Managers** help to grow our insurance business by buying other companies and integrating them into our first-class business.



# Your interview

**A bit like a date, the  
first time we meet  
each other can be a  
little nerve-racking**



Just think of it as a great opportunity to meet the people you'd be working with and to see if we're the right fit for you. And we promise we don't bite.

Your interview will usually last approximately an hour. During our chat, we'll ask you to talk us through the last five years of your employment or education history. We'll also check your understanding of what's expected of you in your chosen role.

Our values are so important to us – they will feature heavily in our conversation. We will ask you to tell us about times when you've thought or acted in a way that's in line with our values. These examples can be work related or from your personal life. This is sometimes called a competency-based interview.

We will also ask questions so we can understand how you work. Our core values set an expectation of what we appreciate in our people and what we'd like to see from you during our meeting.

This is your time to shine, so don't be afraid to blow your own trumpet and impress us. In the following days, you will hear from us with the result and we're always happy to provide you with feedback, upon request.

One last thing, it would be super helpful for us to hear your feedback on your recruitment experience at AXA. If you could spare a few minutes, please visit the interview section on our [AXA UK Glassdoor page](#).

---

**This is your time to shine, so  
don't be afraid to blow your  
own trumpet and impress us.**

---





# Our values

As part of the selection process, we conduct a competency based interview and, in many cases, an additional assessment (e.g. presentation, role-play, in-tray-exercise), to give you the opportunity to showcase skills and knowledge that would help you to perform well in your role. This interview setup allows us to get to know you better professionally and compare your behaviours to those which AXA value.

## OUR VALUES



### CUSTOMER FIRST

We always start by putting ourselves in our customers' shoes, so we continue to be relevant and make an impact.

## OUR COMMITMENTS

We start every project, process, product with the customer's point of view.

We put all our energy and creativity in making things easier and simpler for the customer.

We do everything to align our own interests with those of the customer, even when it means challenging the status quo.



### COURAGE

We push the boundaries to enable us to speak our mind, be bold in our actions, and make valuable things happen.

We take decisions much faster, at 80% certainty, to make sure we execute at the right pace and continue to innovate. We always prefer good enough but done rather than perfect but too late.

We think, decide and act in a much simpler way, for our teams and for our customers.

We value feedback, we ask for it and provide it in a respectful way.

We seek to learn and develop ourselves to do better and encourage our teams to do so as well.



### ONE AXA

We celebrate our differences and come together to act as one team, knowing collaboration makes us stronger.

We recognize collaboration is the most important skill when it comes to promoting, hiring, and rewarding.

We foster diversity and inclusion because we are convinced that different ways of thinking, backgrounds and experiences will be key for our success in the long run.



### INTEGRITY

Our strong moral principles guide us to do the right thing for our customers, colleagues, stakeholders, and partners.

We think long term and act according to our ethics, even if it means making hard choices.

We do what we say and say what we do, in full transparency.

We dare to speak up and share our convictions, but once a decision is taken, we fully support and endorse it even if we disagree.

# What you need for your interview

## What to bring with you

You need to bring along proof that you can work in the UK and a letter or document that shows your home address. Both need to be original documents.

### Proof that you can work in the UK could be:

- An EEA Passport
- A birth certificate with your parents' names
- An official document which states your National Insurance (NI) number. This could be a NI card, P45 or P60, or a letter from HMRC

If your documents are in more than one name, please bring along your Marriage Certificate or Change of Name Deed.

### Proof of address documents

The document you bring along needs to have both your name and address on it. It needs to be dated within the last three months. Don't worry if it's in joint names.

Here's a complete list of all the documents you can use:

Bank statement  
Benefit statement  
Central or local Government letter – e.g. Department for Work and Pension, Job Centre Plus  
Council tax statement (UK)  
Court claim form (UK)  
Credit card statement  
Financial statement – e.g. pension, endowment, ISA  
Home insurance confirmation or statement  
Mail order catalogue statement  
Mortgage statement  
P45  
Rental agreement (on formal headed paper and not hand written)  
Store card statement  
TV licence  
Utility bill

## Background check

Because we're regulated by the Financial Conduct Authority (FCA), our checks have to be pretty thorough. Anyone who joins us, whether temporary or permanent, has to have a background check.

If you are offered the position we will email you asking for your details so we can carry out the checks.

In the email, there'll be a link to an online form on the **HireRight** website. It's really important that you're honest and answer all the questions, otherwise it may delay or prevent us from processing your offer.



# Questions



We've done our best to answer some of the questions people ask us about the interview process below. If there's anything else you'd like to ask, please speak to your contact in the Resourcing team.

## What is a competency-based interview?

A competency-based interview asks you to give examples of where you've used, or demonstrated specific skills, values or behaviours in your work or personal life. It helps us to find out a bit more about how you work when talking about real situations and scenarios.

## Interviews usually last approximately an hour, but this will vary depending on the role you are applying for

## Will I be asked specific questions about my technical skills and experience?

Depending on the role, your interview may include several stages and multiple exercises including technical and knowledge tests, skills assessments and psychometric questionnaires. Your resourcing contact will confirm exactly what to expect.

## How long will the interview take?

Interviews usually last approximately an hour, but this will vary depending on the role you're applying for.

## How can I prepare for my interview?

We recommend that you look at our values and commitments. Think of examples of when you have demonstrated the behaviour or skill in a previous role or in your personal life. Two or three examples would be good. But it's not a memory test, so by all means bring any notes, facts or figures you'd like to use.

It's likely that examples of values and behaviours will overlap, so don't worry about saving your most relevant answer for a particular category.

## Can I get feedback?

Of course, just let us know if you want to know how you got on. We can give you verbal feedback at the end of the process.





---

Age, ethnicity, religion, sexual orientation; none of it matters to us. It's your personality we're after, as well as the natural talent you bring to the table.

---



# Life at AXA

At AXA, we empower people to live a better life. We're constantly evolving and improving so we can be the best partner for our customers.

We're restless in our pursuit for new ways to make our customers' lives better and safer. We want to show our commitment to them in everything we do – whether it's providing the owner of our local bakery with peace of mind or giving a child access to the best healthcare.

Age, ethnicity, religion, sexual orientation; none of it matters to us. It's your personality we're after, as well as the natural talent you bring to the table.

So, when we say we embrace diversity, we're not saying it to tick boxes. We're saying it because we do it, and we do it because it makes good business sense. Simple as that.

To provide our customers with the best possible service, we need to fully understand their varying needs. The best way to do that is to have a workforce that reflects them.

At AXA UK, we  
are people from  
all walks of life







# Our rewards

We do everything we can to make sure you have the best benefits package in town.

Here's a reminder of what you can expect:

## Salary

Feeling valued is important and that comes in many forms. When it comes to your pay, we review it every year to make sure your salary matches your talents.

## Bonus

It's always nice when our achievements are recognised, especially if it helps you buy the extra thing or two. Bonuses depend on how well you've done and how well we've done as a company.

## Pension

Whatever your age, we want to help you plan and save for your future. When you join us, you'll automatically be enrolled in our Defined Contribution (Money Purchase) pension scheme.

## Well-being

Our approach to well-being is award-winning and lies at the heart of our success. We run lots of local initiatives and provide access to tools and information to improve all aspects of employee well-being.

## Share Ownership

Employees are invited to become AXA shareholders through our Shareplan scheme, which helps our employees to connect to AXA's success over a longer period.

## Holiday

Everyone needs a break, so depending on your role and how long you've been at the company, you'll receive between 23 and 28 days of holiday each year. On top of this you get all bank holidays too. If that's not quite enough you can even buy up to 5 days, or sell up to 3 days annual leave every year.

## Life Assurance

We hope that day never comes but, if it does, your loved ones will receive a lump sum of ten times your annual salary.

## Employee Choice Benefits

We don't all want the same things in life. You can choose from a range of specially selected benefits, supporting your health, wealth, security and lifestyle needs.

All of the benefits are online and you will be able to access and select your favourites. A flavour of what's available is below:

- Critical illness
- Cycle to work scheme
- Dental treatment

Plus, we've wangled a number of discounts at shops and restaurants to make your life that little bit easier.

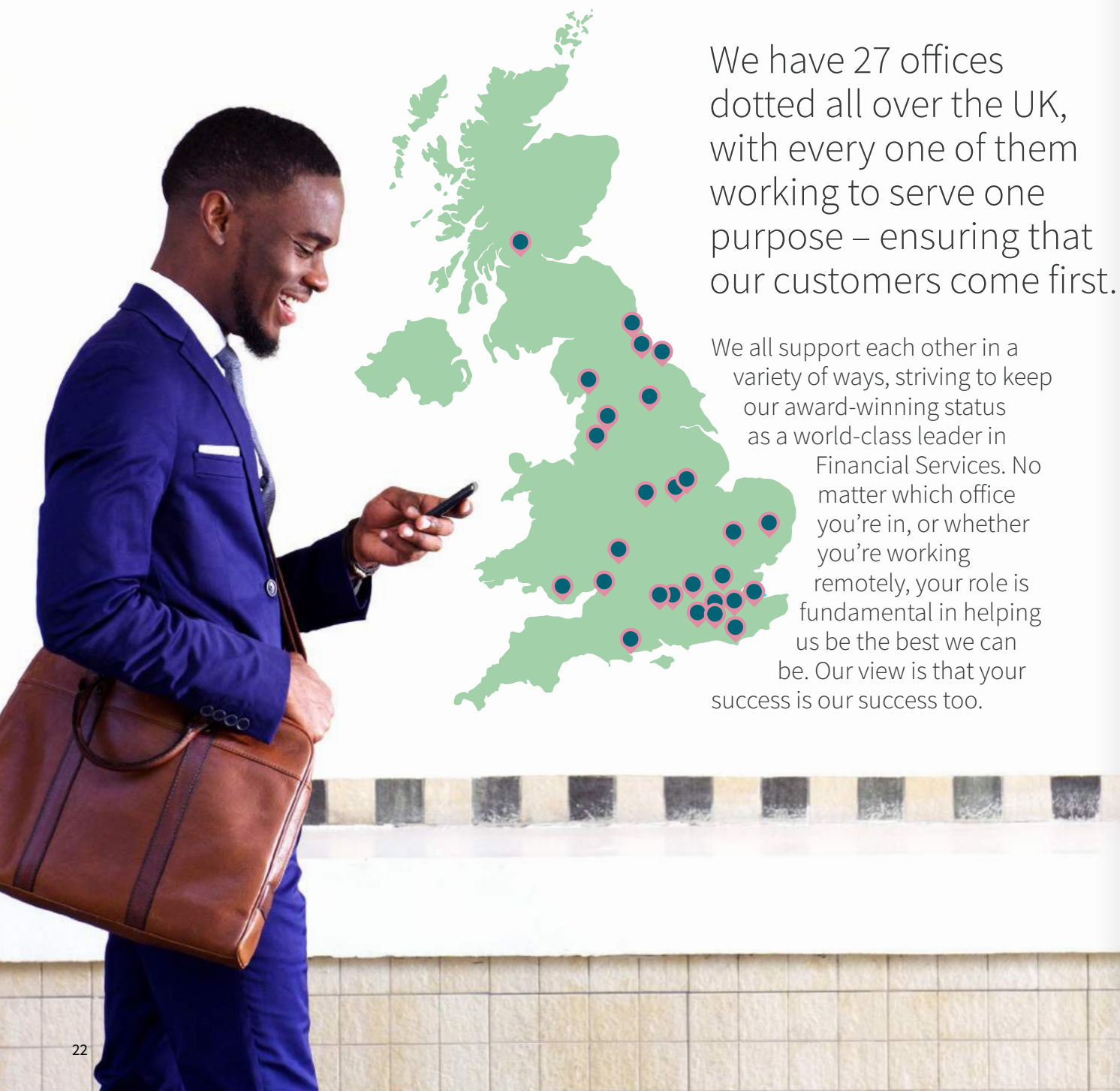
If you want to find out more have a look [here](#)

**Everyone needs a break, so depending on your role and how long you've been at the company, you'll receive between 23 and 28 days of holiday each year.**





# Our offices



We have 27 offices dotted all over the UK, with every one of them working to serve one purpose – ensuring that our customers come first.

We all support each other in a variety of ways, striving to keep our award-winning status as a world-class leader in Financial Services. No matter which office you're in, or whether you're working remotely, your role is fundamental in helping us be the best we can be. Our view is that your success is our success too.

# Good luck

**We can't wait to meet you!**  
We hope we've answered some of your questions and helped you to get a sense of what it's like to be part of the AXA team.

**Congratulations again  
on getting to this stage  
and good luck!**

