

# Meet... Quinton Smith-Webbe

## Team Leader

What enticed you to join Uinsure?

When I joined Uinsure we were still a relatively small company and were slowly growing but it felt like an exciting time to join the team. Plus I had my interview with Simon Taylor (CEO) and he wouldn't let me say no!!!

**April 2019**

Joined Uinsure as Insurance Adviser

**July 2021**

Promoted to Quality Assurance

**April 2022**

Promoted to Team Leader

What's your career journey been like?

It's been very fast paced! Uinsure has a much smaller head count than our competitors, so we've always had to adapt and move quickly across different parts of the business. During my time I've been able to work across many areas and have had constant exposure to different teams such as our BDMs and Broker Support Team which has given me the knowledge to move up within our team.

So how did you get your first promotion?

The Retentions team had grown from 4 people to 12 people so there was a business need to have increased oversight and as a result the QA role was created. In my role as an Insurance Adviser I'd always been compliant and knew the products inside out so I was offered this newly formed role.

### What is QA?

QA stands for Quality Assurance. The role monitors the sales team so they're in line with the regulatory and company standards to ensure we're always achieving good customer outcomes on every call.

It was from having coaching conversations, sometimes difficult conversations too that I was able to display my strengths. I also used opportunities to step up and cover management annual leave which resulted in my next promotion to Team Leader.

### What does your day to day look like?

It's always changing. Some days it's about managing your SLA's with inbound customers. Other days it's about outbound calls, handling any complaints or monitoring call feedback.

If we have any product changes, I'll spend time understanding this and then briefing the team and providing coaching to drive sales and excellence within the team.

I'm also always around to support the team within their role. They're very self-sufficient and supported by our tech and simple processes in order to do so which gives them the autonomy to get on with their role but I enjoy providing the answers to any questions they might have or helping them to perform to their best.

### What do you enjoy the most about working at Uinsure/your role?

Probably two things. The people I work with and the team we have in D2C are fantastic and make every day enjoyable.

And also the product. Which doesn't sound too exciting! But when you're talking to customers about their home insurance you get to learn so much about people and their backgrounds and what drives them in their day to day lives which I absolutely love. One day you could be hearing about somebody's musical instrument and the stories they have to share to the next talking to

**What is it like being part the D2C team?**

It's a lot of energy and a great mix of people. There's definitely never a dull moment! The team are hungry for results – we're always striving to improve and achieve more every day.

Our KPI scheme works to support customer outcomes and reward the individuals and I can genuinely say everyone has a passion for getting the right outcome for customers and everyone is happy to get stuck in and support each other.

**What would you say to anyone thinking about applying for a role at Uinsure?**

It's a really, really good place to work. You're definitely not just a number, everybody knows each other and you're well looked after. At Uinsure though you have to get involved and be part of it. We're a great bunch and you'll be supported to go as far as you want to.

**What skills do you need to succeed in the D2C team?**

- ✓ Good communication
- ✓ Passion for sales and customer service
- ✓ Team player
- ✓ Organised
- ✓ Problem solver
- ✓ Self-motivated



**Quinton Smith-Webbe**  
Team Leader

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