



[Aviva](#) PLC is a British multi-national insurance company with about 33 million customers across 16 countries. In the United Kingdom, Aviva is the largest general insurer and a leading life and pensions provider. With an office based in Perth, they are a significant employer in the local area.

#protectingyoungcarersfutures



John from the Perth Aviva office helped us understand what they look for in their employees, explaining to us how their working environment is supportive of carers and their roles –

Q. WHAT PERSONAL QUALITIES DO YOU LOOK FOR WHEN YOU ARE EMPLOYING SOMEONE?

A. *“The Aviva values are Care, Commitment, Confidence and Community, we are looking for people who fit these values. We care deeply about being inclusive and that means we encourage applications from people with diverse backgrounds and experiences. We want our employees to bring their whole self to work.”*

Q. WHAT SKILLS WOULD YOU EXPECT A PERSON TO HAVE IF THEY APPLIED TO WORK WITH YOU?

A. *“This can be very varied specific as our roles are quite diverse; however here are some of the skills we may look for*

- o Customer Service*
- o Communication skills - verbal, listening, written*
- o Digital literacy*
- o Numeracy*
- o Problem Solving*
- o Creativity*
- o Teamwork*
- o Relationship Building*
- o Organisation*
- o Attention to detail.”*



Q. IF SOMEONE HAD NO PAID EMPLOYMENT BUT HAD EXPERIENCE AS AN UNPAID CARER, WOULD YOU CONSIDER THIS EXPERIENCE AND THE LIFE SKILLS THEY HAVE AS PART OF THEIR JOB HISTORY?

A. "Yes"

Q. HOW 'CARER FRIENDLY' IS YOUR WORKPLACE? CAN YOU GIVE ANY EXAMPLES?

A. *"We have a Carer policy to support people with caring responsibilities. There is also an Aviva community group for carers to celebrate and support all employees who play a caring role, be it for a family member, partner or friend. This provides a space to understand and educate carers and their leaders on the policies and services available to them as an Aviva employee."*

Q. ARE YOU FLEXIBLE WITH TIME OFF, IF A YOUNG CARER NEEDED TO TAKE TIME OFF, ESPECIALLY AT SHORT NOTICE, WILL THIS BE OKAY?

A. *"Yes, urgent time off for dependants is provided, while reasonable adjustments will be made to allow people to Work from Home or work time back for more scheduled commitments. We offer paid carer holiday time."*

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