



You help make us amazing for each other and our customers every day

## Sheffield Service

An introduction

# About Sky



## Sky UK

- 23,000 employees with 7,000 in our Contact Centre's and 3,500 Engineers on the road
- Our core products: TV – Broadband – Mobile
- No.1 in the Inclusive Top 50 Employer list
- Times Top 50 Employer for Women

## Sky Group

- Part of the Comcast NBCUniversal family since 2018
- Operates in 6 countries across Europe
- 24 million customers
- 32,000 employees



# Our Purpose & Values

To bring better content and innovation to all of our customers; better connecting them to more of what they love

**Forward Looking  
& Restless**

We believe in building a better tomorrow

**Creative & Action  
Oriented**

We believe in new ideas and making them happen

**Fair &  
Responsible**

We believe in doing the right thing

**Collaborative &  
Inclusive**

We believe we are better when we all work together

**Customer Led &  
Simplifying**

We believe in making things better and simpler for our customers



## Internal Networks



# Initiatives

## Sky Zero

- Our commitment to be net carbon zero by 2030



## Sky Ocean Rescue

- On track to eliminate all single use plastics by the end of this year across our operations. All our products are now single-use plastic free



## Sky Cares

- Supporting the communities where our customers and employees work. In partnership with over 40 charities across Europe focusing on homelessness, loneliness, young people and the environment



# Safety & Wellbeing during COVID-19

## **Supporting our People**

- Additional paid leave where necessary
- Access to all equipment and technology to support working from home
- Health & Wellbeing support and advice

## **Supporting our Operations**

- Reduced numbers on site for our key workers
- Enhanced cleaning regimes and social distancing measures in every location
- Restricted travel between sites



# About Sheffield

## Ventana House

- 500 advisors and leaders
- Technical call types
- Customer Service Advisors, their leaders & support staff
- CCA award winners in 2016



## Sheffield – where do we need help?



We want to widen our net on recruitment



We are seeking to encourage more diversity within Sky Sheffield – more representative of the local community and our customer base



Specifically within Under Represented heritage groups



We want to get into schools \_ to support our Modern Apprentice programme for years to come



We want to start a local project that gets us out into the community and better known locally



# What we look for and interview process

## **Customer Facing Recruitment**

- No CVs are required, we're more interested to see if you have the right attitude and behaviours to succeed in the role
- Initial application process is online
- The final stage is a virtual assessment with our recruitment team and business leaders

## **Corporate / Head Office Recruitment**

- CVs are required to accompany applications for our 'experienced hire' vacancies
- Processes can differ depending on role, but normally a telephone interview with the Recruiter, followed by online (face-to-face) competency-based interview with the Hiring Manager / Hiring Panel
- Presentations and role specific exercises sometimes required



## How to apply

All applications should be made via **[careers.sky.com](https://careers.sky.com)**, the site is live and new roles are added all the time.

You can contact me on [ian.brown@sky.uk](mailto:ian.brown@sky.uk) or 07557 255371 or on LinkedIn

Please use the link above. It'll allow us to track if anyone clicks and goes on to apply.

