



We work hard to get customers back on the road as quickly and safely as possible after an incident, and there are a wide range of roles which ensure that we deliver a seamless customer experience.

Ellesha and Lauren, members of our motor engineering apprenticeship programme, and Network Support Operations Manager Craig, share how their work benefits customers and the importance of increasing opportunities for women in engineering.

Craig, tell us why you introduced this apprenticeship?

We introduced this engineering apprenticeship because we saw a strategic opportunity to enhance our workforce, increase diversity and address skill gaps within the industry. By investing our time in apprentices, we can develop a pipeline of skilled talent tailored to our business needs and continue to foster the culture of learning and development that exists across the Group.

What inspired you to pursue a career as an engineer?

Ellesha: Having worked in a body shop and achieved a qualification in car mechanics, this role felt like the perfect opportunity to bring together my love of cars and passion for helping people.

Lauren: It's been my dream to become an engineer because of my love for cars and having grown up with my dad who works in vehicle body repair. I'm really proud to be following in his footsteps and being able to do this alongside other women has made the process even more enjoyable.

How does your work support Admiral?

Ellesha: The claims process is the moment of truth for customers. We've been learning how to review a repair estimate, for example, by using the Thatcham research methods and Code of Practice. This skill is key to ensuring that the cost estimates given by our repair network are accurate, identifying the safest option for our customers.

Lauren: Learning automotive vehicle body processes, such as welding and fabricating, are essential skills that Admiral needs to be able to quickly support customers whose vehicles have been involved in an incident. Training new engineers from within the business also shows Admiral's commitment to internal talent development and the progression routes that are available here.

What do you love about working at Admiral?

Ellesha: What I love most about Admiral is the supportive culture and the people. It's clear that they value their people, and I truly believe that 'people who like what they do, do it better'. The company genuinely values diversity, inclusion and fun, creating an environment where everyone feels welcomed and respected.

Lauren: I've been at Admiral for 13 years and truly believe it's a company that values their colleagues and is a place where people can have fun, work hard, and be rewarded for their achievements. I've always wanted to get to where I am now and it goes to show that with dedication and effort, you can do that at Admiral!