



Lloyds TSB

03/08

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LLOYDS TSB STEPS UP RECRUITMENT IN BRIGHTON

Lloyds TSB today announced a major recruitment drive in Brighton seeking around 100 new members of staff for its contact centre at Sussex House.

Lloyds TSB is already a major employer in Brighton with more than 450 people working at its contact centre handling a wide range of calls from customers. Last year, the bank received 70 million calls from its customers which equates to 8,000 calls per hour or 133 calls every minute.

Sally Jones-Evans, managing director, telephone banking, Lloyds TSB said: “We have a wide range of full and part time roles available so it’s incredibly easy for people to find a way of working that suits their lifestyle. Whether that’s weekdays, weekends, evenings or early mornings it’s entirely their choice – we work around the clock so there’s a great deal of flexibility.”

Cheryl Osbourne, core banking advisor at the Lloyds TSB Brighton contact centre said: “Working at the contact centre is really flexible and fits in perfectly around my busy home life. I work 9.30am until 2.30pm four days a week which means that I am able to take my daughter to school and collect her.

“I’ve worked here for 15 years and really enjoy helping customers with their queries and delivering a high level of customer service. There’s loads of opportunity to develop your career and I would definitely recommend it for somebody looking for a flexible, friendly working environment.”

The Brighton contact centre handles a wide range of calls from Lloyds TSB customers including credit card enquiries, change of address requests and statement queries.

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In addition to a competitive salary, Lloyds TSB Telephone Banking staff receive a number of other benefits including:

- ‘Flexible benefits cash sum’: an additional 4% on top of their salary that members of staff can choose to take as cash, or use to ‘buy’ one or more additional benefits such as dental and medical healthcare or childcare vouchers.
- Free Lloyds TSB group shares are available to staff every year with the option to buy more at discounted prices.
- Holidays for cash and cash for holidays. While some people want extra holiday days, others sometimes find it hard to get away. To make life easier, Lloyds TSB gives staff the option to ‘buy’ more holiday out of their salary, or ‘sell’ holiday days back if staff don’t use them all.

Lloyds TSB customers can contact the bank in a number of ways, either face to face in the local branches, online at www.lloydstsb.com or over the phone. Of those customers who chose to telephone the bank, 60 per cent use the automated system when they call, particularly for simple enquiries such as finding out their account balance.

To find out more about careers with Lloyds TSB Telephone Banking and to apply for a role online visit <http://lloydstsbjobs.co.uk/telephonebanking>.

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For more information

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