

Contact us

E. hello@gfm.co.uk

T. 01206 791733

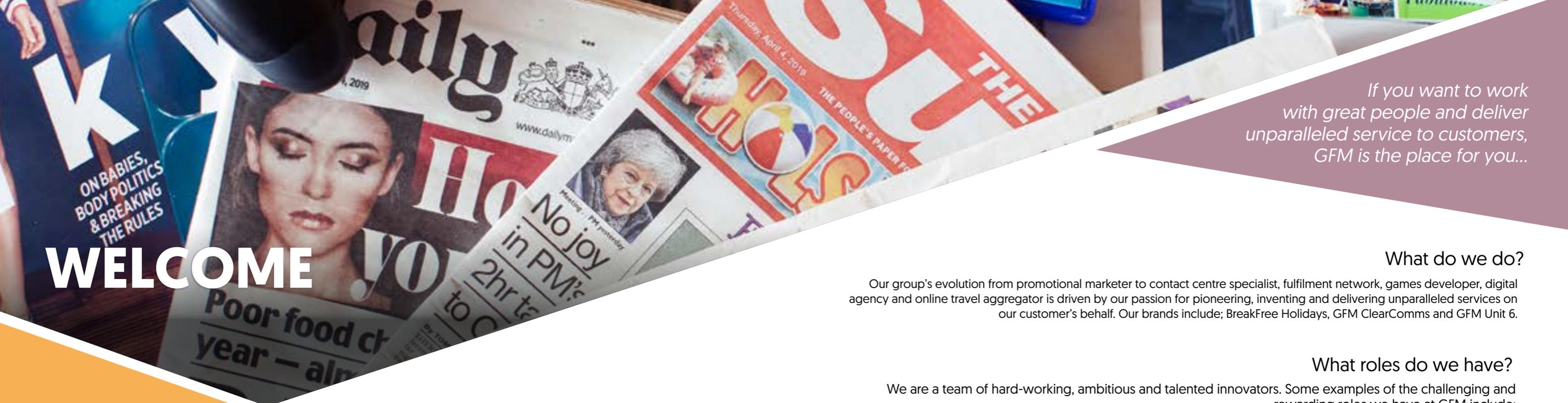
W. www.gfm.co.uk



YOUR GFM CAREER

Our people are our passion at GFM.
That's why we make your training & career
development a priority.

gfm.co.uk



WELCOME

If you want to work with great people and deliver unparalleled service to customers, GFM is the place for you...

What do we do?

Our group's evolution from promotional marketer to contact centre specialist, fulfilment network, games developer, digital agency and online travel aggregator is driven by our passion for pioneering, inventing and delivering unparalleled services on our customer's behalf. Our brands include; BreakFree Holidays, GFM ClearComms and GFM Unit 6.

What roles do we have?

We are a team of hard-working, ambitious and talented innovators. Some examples of the challenging and rewarding roles we have at GFM include;



GFM was established in Colchester in 1989 by our CEO Peter Sakal who has led us to become an award-winning group of companies that employ almost 300 people and that work with some of the UK's most loved brands.

Our people are our greatest asset and key to us achieving our mission of delivering unparalleled customer experiences. Our diverse workforce of people from various backgrounds is what makes GFM such a dynamic and exciting place to work.

Peter Sakal
CEO and founder

Our Core Values

At GFM our core values are more than just words, they are a way of life. Shaped by these core values, we have built a vibrant culture where ideas can flourish, talent is nurtured and achievements are recognised and rewarded.



YOUR CAREER PROGRESSION

What is the Year of Achievement Program?

All new call centre staff will go through our Year of Achievement Program, which develops skills around finding customer solutions, building rapport, effective communication and being organised. This program is key to us achieving our vision of evolving our industry-leading services and becoming the best and most respected contact centre we can be.

From day one at GFM you will become a part of our family and be supported to achieve success throughout your career.

This philosophy is embodied by our 'GFM Skills Wheel' and 12 month learning programmes, where every member of staff receives specialist training and develops competencies linked to their job and aligned with the company values.

12 MONTH LEARNING PROGRAMMES

What is the Leadership Induction Program?

The Leadership Induction Program is an investment in our leaders or high potential seniors that teaches them highly effective techniques for; understanding the core responsibilities of being a manager, leading others through change and developing a greater sense of self-awareness. This program is essential for us to continue building a strong culture of doing the right things for our employees and customers.

GFM SKILLS WHEEL



IN HOUSE TRAINING

At GFM we are committed to providing all our employees with regular and varied in-house training that is delivered by our expert team of trainers.

These are just some examples of the highly engaging and interactive training courses we offer:

Personal Development

Building positive self-esteem, goal setting, developing interpersonal skills and resilience.

Communication

Effective questioning and listening, nonverbal communications and reducing barriers.

Customer Service

Responding to customers, handling complaints and meeting expectations.

Diversity

Positive group interaction, raising personal awareness and reducing prejudice.

Team Building

Group decision making, conflict resolution and communication skills.

Skills Training

Specialist product training to build self-confidence and satisfy customers.

Coaching & Mentoring

Our mentoring programme brings together people at all levels of their career journey to develop leadership and teach new skills. It provides you with the opportunity to build capability and relationships within our wider community.

At GFM your line manager will set you goals and empower you to make the best decisions for your team and customers. By measuring your performance as you develop your skillset, we can offer you different types of coaching:



EXTERNAL TRAINING AND E LEARNING



At GFM we want to encourage a good work-life balance, as our goal is to reduce stress in the workplace. Our training has been developed to positively compliment your work skills and also help you to thrive in your personal life.

Justin Stone
Development and Wellbeing Manager

External Training

As part of our leadership program we use approved external training providers to create bespoke modules that bring together the best available learning tools to target training gaps based on the findings from internal surveys. We also help you to be prepared for future career options through a variety of initiatives, such as NVQ qualifications.



During my time at GFM I have received regular, industry-specific training that has covered a wide range of topics, which have helped me develop and succeed in a professional working environment.

Martin Sapsford
Team Leader

All our staff regularly receive specialist training and coaching to help them improve their performance.

E Learning

All of our employees have access to an extensive library of over 400 award-winning and engaging micro learning videos. Upon joining GFM you are given a learning path that incorporates over 30 learning outcomes including; GDPR, diversity, teamwork, self-awareness and customer service training. The E learning platform allows you to track your progress and can be used on desktop and mobile devices.

GFM SUCCESS STORIES

At GFM we make your training and career development a priority, but don't just take our word for it, read what some of our employees have to say...



Since starting at GFM in 2014 as a customer service agent I have enhanced my skillset and competencies significantly. This personal development has led to me progressing my role within the company, which shows how if you work hard and apply yourself you will be rewarded.

Tom Anthony
Performance Manager

Find out how we can help kick start your GFM career today:
hello@gfm.co.uk

A great thing about GFM is the flexibility with career progression. I joined the company as a customer service agent and within 5 years I am now an Operations Manager. This wouldn't have been possible without the inhouse training, coaching and support I have received throughout my time here.

Lianne Allen
Operations Manager



Working at GFM has enabled me to not only develop personally and professionally but also given me opportunities to work with senior management on various industry leading brands and make a real impact at the company.

Tanya De Nijs
Client Services Manager

GFM Bright Sparks

It's crucial at GFM to create a culture that empowers everyone to be innovative and feel involved. The leadership team have a monthly 'Bright Sparks' meeting where we review employee ideas. These range from new product developments to ways we can improve our processes. This helps create a culture of collaborative and collective learning.