



FOXTEL GROUP

# Retention Team

Application  
Information Kit

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This application kit has been designed for anyone who is thinking about joining our game changing company as part of our exciting **Retention Team.**



# Welcome to the Winning Team

Thank you for your interest in working with Foxtel Group. We're one of Australia's most loved media and entertainment companies, home to household brands including **Foxtel, Hubbl, BINGE, Kayo Sports, Flash, Foxtel Media** and **Fox Sports**.

Since our beginnings as Australia's original pay-TV innovator, we've become the beating heart of **millions of Australian homes**. Whether it's watching your favourite team play in the grand final, or tuning into the latest drama, for years we've provided joy and entertainment to our loyal customers.

We can't wait to see what you help us achieve as we continue to **change the game**.

# About the Foxtel Brand

Foxtel is the premium Sports, Drama & Entertainment service that Foxtel Group offers to Australian households.

While you may know Foxtel as Australia's much-loved cable TV originator, today we are proud to be more than just a linear TV company.

Now, we seamlessly bring together free-to-air channels, pay TV services and streaming apps, **all in one place** for a premium entertainment experience.

Our loyal customers can choose a variety of channel packages to suit their interests, delivered straight to their homes or on-the-go via our iQ5 set top box and/or our Foxtel Go smart device app. We also offer Foxtel Broadband services in some areas.

**Our Retention Team play a vital role in the successful operation of Foxtel by keeping our loyal customers engaged and excited about our products and services.**

# Why Join Foxtel in Our Retention Team

## Keep the good times going

For three decades Foxtel has played a starring role in Aussie culture, connecting people to what they love most. Joining us means you'll be part of the team keeping the good times going as we continue to transform Australian television.

## Help customers every day

You'll help our customers reignite their passion for Foxtel by authentically connecting with them and building value around our content and all the great benefits of retaining their service.

## A job that will help you grow

Every day in our call centre is exciting and challenging, bringing out the potential in all of our team members. You'll continuously learn new skills and collaborate with our team to share knowledge and refine your craft in persuasive communication.

## Belong to a diverse and supportive team

As an equal opportunity employer, we celebrate diversity, knowing our individual differences make us collectively better. We're also helping create a better Australia through a focus on health and wellbeing, social and economic inclusion, reconciliation and reducing our environmental impact.

## Enjoy free Foxtel & other staff benefits

To help you put yourself in our customers' shoes and fall in love with our products, you'll get access to free Foxtel and discounted Foxtel Broadband. We also have other perks such as our FoxFit health and wellness program and an ergonomic allowance to set up your perfect Work From Home environment.



# What Skills Do You Need?

Working in our Retention Team is challenging and not suited to everyone. Those who are a good match to join our team and have the necessary competencies that we seek, invariably **love their job** and do it very well.

There are no mandatory qualifications or work backgrounds as a prerequisite to apply for a Retention role however these are some of the skills we look for in our applicants:

- Passion for the media and streaming industry
- Strong desire to care for your customers
- Proven ability to achieve targets
- A resilient mindset that can work through tough situations
- Be adaptable in ever-changing conditions
- Ability to effectively and passionately communicate your ideas
- Thorough in completing all tasks with attention to detail and to high standards

# What Will You be Paid as a Retention Call Taker?

New team members are paid at the standard Retention Agent salary classification with a training bonus at completion of four weeks of training.

Once you have successfully completed classroom training you'll commence taking calls with supervision

Post training, you'll enter into a 12-week nesting period in the induction team you trained with. This will give you time to put your training into practice.

The full-time employee base pay scales for each classification (as at 1 April 2024) are:

- **Trainee:** \$60,000 plus a one-off \$600 bonus on completion of training + Superannuation
- **Retention Agent:** \$60,000 plus commission + Superannuation
- **Retention Specialist:** \$67,000 plus commission + Superannuation

Depending on your role, performance and the number of shifts worked, your potential earnings may vary from the indicative figures above.

# What Could Your Hours Look Like?

Our shifts run on a 7 week cycle and you will be working 38 hours per week Monday through Friday between the hours of 8am to 8pm, noting that daylight savings will impact some start times for teams on the Gold Coast.

An example 7 week rotation might look like this

Week 1 - 9am to 5pm

Week 2 - 9am to 5pm

Week 3 - 9am to 5pm

Week 4 - 9am to 5pm

Week 5 - 9:30am to 5:30pm

Week 6 - 11am to 7pm

Week 7 - 12pm to 8pm

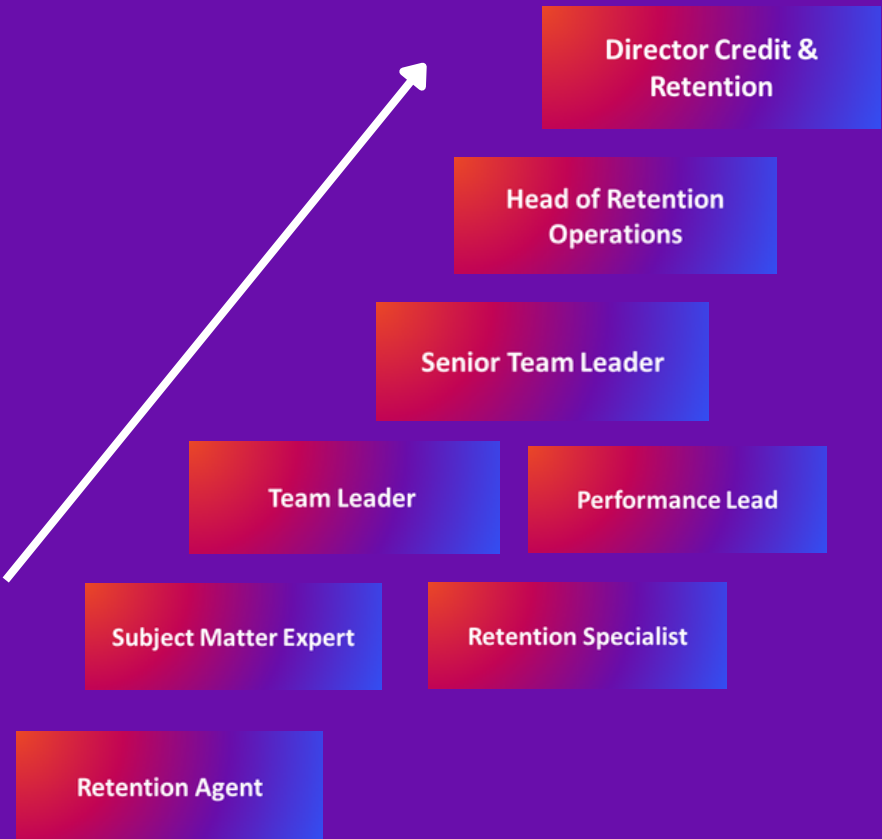
Where possible, we offer all our employees flexibility and balance to meet their individual circumstances and work preferences, including full-time rotating roster, part-time rotating roster.

Please note that daylight savings may impact these times for our Gold Coast teams.



# Career Progression

While career progression will look different for everyone, here's a quick overview to help you imagine what's possible when you join our Retention Team.



# Leadership Progression

We have an Emerging Leaders program specially designed to help participants increase their leadership impact within the Retention Team at Foxtel.

It's designed to support our next generation of Retention leaders in developing effective skills to manage, support and drive high performance in a Retention team within Foxtel.

If you're selected to participate in the program, you'll discover, grow and develop in preparation for future roles and caretaking opportunities within Retention. After completing the program you'll have gained invaluable experience that will help you competitively apply for a leadership role.

# The Recruitment and Selection Process

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## **Apply to Join the Team Online**

If you think a career in the Retention Team is right for you, submit your application online.



## **Phone Conversation**

Our recruitment team will arrange a 15-minute conversation to answer any questions you have about a career at Foxtel and the Retention Team and ask you some questions about your motivation to join Foxtel in the role of a Retention Agent.



## **Video Interview**

Our Retention Leaders will spend half hour with you getting to know you and learn about your competencies and how you can add value to the Retention Team.



## **Reference & Pre-employment Checks**

We'll ask you to nominate up to three referees that you've reported to directly in the past. We'll also conduct standard police record checks.

**The recruitment and selection process typically takes between 2-3 weeks.**

# What Our Team Members Say

*"I love working in a highly supportive environment with performance leads during each shift to support my growth and development."*

*"I love that we have a weekly roster between 8am-8pm in Victoria and 7am-9pm in Queensland. The flexible hours help me balance my duties as a mum."*

*"I really enjoy chatting to new people everyday. Taking calls makes up the majority of my shifts, but there are always regular breaks provided."*

*"It's not always an easy job, but I know that when I'm challenged that's when I'm truly growing."*

*"Our team culture is the best I've ever had in my career. I can't believe I get to work with hard working, fun and supportive colleagues. I really love my team!"*

*"Who doesn't want to work in the entertainment and sports business? I love Foxtel and I love talking about it with our customers even more."*

**For more information about working at Foxtel Group visit [www.lifeatfoxtelgroup.com.au](http://www.lifeatfoxtelgroup.com.au).**



FOXTEL GROUP

We look forward to receiving your application.

FOXTEL ♦ Hubbl

BINGE

Kayo  
SPORTS

FLASH



FOXTEL  
media