

Owl Financial **Inspiring** Interview

Jijo Joseph, **Executive Sales Manager**



Jijo's story is one of a range of inspiring interviews.

Find out more>

My Journey, Jijo Joseph

We've collated a series of motivational case studies that show the journey of some of our most ambitious Advisers and Managers. It's fascinating to hear about their background, why they joined Owl, what motivates them and tips for others building their career in the business.

My Journey with Owl

Reflecting back on my journey, I am so thankful for the opportunities I have been given, which have led to me now being Principal of a firm offering mortgage and financial protection advice (part of The Openwork Partnership, a trading style of Openwork Ltd). I am pleased to share my story of how I joined Owl Financial (which is also a trading style of Openwork Ltd).

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Every customer I protect, every Adviser I recruit, train and help on their way convinces me this is the job for me. There's nothing better than the satisfaction of knowing you've made a difference.

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What did you do before joining Owl?

Prior to coming to the UK in 2005, I worked in India – I held a good position for the Government. I came mainly for my wife who was a nurse.

My job when I initially moved here couldn't have been more different to what I'd done previously. Supporting my family is very important to me, so when I was offered a job selling and delivering groceries, I accepted. Between doing this and looking after my son, I was very busy. Too busy in fact to initially meet Cherian who had tried to speak to me about recruitment opportunities and the chance to join his team.

I remember putting him off in 2007 and 2008, but it's funny how things turn out. Cherian came to my home to visit a relative of mine (and friend of his) who had travelled over from Qatar. Whilst there, he discreetly asked if I would be interested in finding out more about a job working within his team. I was thinking about changing my job, so I thought – why not, there's nothing to lose in finding out more.

Cherian met me the next day. I was impressed by the cover (I took out a policy), plus also interested in the Protection Adviser position, so I applied. I joined the business - back then we were part of Alico (after that MetLife and then Owl Financial).

The job immediately felt right, like it was for me. Yes, it wasn't always easy – but I really liked the income I was earning, the flexible hours and the chance to meet and help others. I worked hard to learn and understand everything. I remember being a bit deflated at first – the first two meetings didn't work out, I didn't sell anything. I think it was a lack of confidence. However, from the 3rd meeting onwards, things took off and I progressively made more sales.



Taking flight as a Manager

Exactly one year after joining, I applied to become a manager and was accepted on to the 'Potential Area Sales Manager' (PASM) programme.

During my first year, I'd introduced 8 Advisers to the business – I always had that desire to help others on their journey – to be helped, as I'd been.

I moved from being an Area Sales Manager (ASM) to an Executive Sales Manager in 2016 and have built a team comprising of Advisers and Managers.

I still sell – it's something I just love to do – it's so great to hear when you've helped customers.

My top tips

For Advisers

- Treat your customers how you and your family would like to be treated
- Be realistic – be ready to take rejection
- Think about your family and work/life balance

For Managers

- When interviewing, take time to find the right people, motivate and train
- Be patient – it can take Advisers up to 3 months to get up and running
- Hold regular team meetings
- Build a strong relationship with your team

Next stage of my journey

I'm excited about the next chapter – growing my business and helping clients. It gives me a great sense of purpose to be able to help others on their journey in financial services too, whether they are new to the industry or experienced.

What an inspiring example of someone who has come from a non-insurance background, has worked hard and now has an exciting career ahead.

Thank you Jijo for sharing your inspiring journey.