



INDUSTRIAL PLACEMENTS

INDUSTRIAL PLACEMENT OPPORTUNITIES IN CUSTOMER RELATIONS

Excellent opportunity to join the Customer Relations Team at this rapidly growing computer games company.

Jagex Ltd is looking for imaginative, hard working people who have an interest in games and who would like to gain valuable experience during their industrial placement in an exciting and challenging role.

We are looking for students on industrial placement available from **Summer 2007** to **Summer 2008** to join the customer relations team policing our in-game community and ensuring the safety of our players environment. The customer relations team works 2 different shifts through the week and involves some weekend work.

Must have:

- Excellent communication and IT skills
- Ability to show good initiative and judgment
- Able to work varying shifts, including weekends.

Also useful:

- Customer Support background
- An interest in online role playing games

Location: Cambridge. Candidates must be able to work in Cambridge. We can assist with the re-location.

Salary: £16k (OTE), plus bonuses, healthcare, gym membership and other benefits.

Application & Deadline:

Send CV (as Word document) and covering letter to: placement@jagex.com.

Applications will be accepted until the positions have been filled.

We will contact you directly if we wish to proceed any further with your application.

About Jagex Ltd - Company Profile

Jagex Ltd was founded in December 2001. Since its launch RuneScape has grown to over 5,000,000 active free players, whilst the members' version has over 880,000 paying subscribers. The company now has over 300 employees mostly based in the Cambridge office.

Jagex intends to become a significant operator in all the major gaming markets worldwide, developing and commercialising highly compelling persistent character games that appeal to a wide audience. Our ambition for 2006 is to exceed 900,000 subscribers for RuneScape and become a significant operator in all the major online gaming markets worldwide.

Website: www.jagex.com/corporate & www.runescape.com

Developer and Publisher of:



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What you can gain from your placement at Jagex:

- Being a part of a fast growing online games company
- Having a challenging, but highly rewarding time gaining useful commercial experience
- Learn time management and team working skills
- The chance to gain additional responsibility and strengthen your CV
- Push yourself to meet challenges

The Jagex experience:

- Work with like-minded colleagues
- Great working environment
- Regular social events
- Positive management
- Honest and encouraging feedback
- Excellent salary, bonuses and awards



Customer Relations Team Members

As an industrial placement, you will be working as part of our Customer Relations Team. The aim of CR is to provide in game and community support to all of our players.

Your placement will primarily involve:

- Working in teams to exceed team targets
- Policing our gaming community by handling abuse reports and offence appeals
- Educating our players

To ensure our worldwide player base is supported as fully as possible, team members undertake shift work. This is usually a fortnight of 2pm-10pm, followed by a fortnight of 6pm-2am.

Our busiest playing times are at the weekend; therefore you will be required to work 65% of weekends (with 2 days off in the week instead).

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Opportunities for progression- Curator roles

At Jagex, we look to reward overachievement- one way we do this is by giving individuals responsibility for a certain area of work. The idea of the Curator role is to create specialists in particular fields who have the responsibility of improving the scope and effectiveness of the role; therefore adding value to the CR team as a whole. Only the highest achievers are considered for Curator roles, as we believe this invokes a culture of over-achievement.



Around 60% of the CR Team work mostly on core tasks, whilst around 40% of the highest achieving members of CR move to curator roles, which will be explained when you join us.

Management, pay, and incentives: an holistic approach

In working for Jagex you can expect a positive, relaxed, and rewarding environment. We aim to recognise members of the team on a daily basis by expressing the positive, rather than the negative qualities of your work. We will also reward high achievers through both financial and leisure incentives.

On a monthly basis you will have a one to one feedback session with your Unit Leader where your performance is reviewed, and

objectives for the coming month are set.

Every three months you receive a pay review, and are allocated bonus points based on your performance objectives.

We also award monthly performance related pay, which is up to £300 for the top position.

The basic salary starts at 12,000, with a shift bonus of 22%, meaning that you will earn £14,650 when on shifts. There is also the opportunity to earn extra pay by working additional weekends or Bank holidays. Furthermore, all employees receive free AXA PPP private health cover, and are entitled to free gym membership after completing three months with Jagex.

As a Customer Relations Team member, you can expect to earn around £16,000 a year, or even more if you are *really* performing well.

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Other benefits:

As an employee of Jagex you are entitled to a monthly clothing allowance, which includes t-shirts, hoodies and sweatshirts, with your choice of the Jagex or Runescape logo.

Here at Jagex we also like to reward staff by holding Team social events. These are periodical social events that Jagex awards for achieving company or department goals. This not only rewards employees for their hard work, but also encourages team building and good working relationships.

Recent events include: Customer Relations team meal in March for exceeding productivity target; a day off to go paintballing in July for exceeding the quality target; and two separate bowling evenings with meal included, to welcome new industrial placement students into the Customer Relations team.

We also operate a University Placement Award scheme, in which we reward individuals on placements for excellent achievement and progress within the company, by giving away prizes, such as a laptop or an iPod.

Awards include: Best Placement Student Overall Winner, Most progress within Jagex, Best Curator Role Performance, and Quarterly Award for excellence.

Testimonials from industrial placements

“ I have so far completed 6 months of my placement and am more than happy with how it has gone so far. Jagex is a great company with a good attitude to staff and relaxed working surroundings. The pay is good...I enjoy the social events and there's a decent incentive scheme...If you are looking for a good years work, and to meet some great people, then Jagex is the place to apply” *JC, Liverpool John Moore's University*



“ I find the environment in Jagex surprisingly relaxed compared to other companies. I've definitely improved on my teamwork skills and am considering Jagex as an option after I graduate” *KO, Nottingham Trent University*

“ Jagex as a company has a really friendly attitude and a unique working atmosphere. The jobs are exciting and always offer a challenge to encourage you to strive and improve yourself. An ideal place to spend a placement year” *SF, Nottingham Trent University*

“ My placement at Jagex has been a career changing experience...If you work hard and show potential, you are given the opportunity to shine. I joined Jagex in August as a member of the Customer Relations team. Once I was comfortable with my job role I started to suggest ideas and worked with the CR manager to implement them. After a short time I was approached and asked to take on an extra responsibility role running the new starter trial process...I could not have asked for more from a placement, my CV will now have a years worth of experience with the addition of extra responsibility, exactly what I was hoping for” *RB, Portsmouth University*

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