

“Sensée are proud to work with Invest NI and the people of Northern Ireland. Our homeworking approach brings work to people and creates a better life/work balance for individuals and communities and we believe it is a sustainable model for the future of employment locally, regionally and nationally.”

Brigitte Gratton, CFO, Sensée



In early 2020 Sensée, a company with a pioneering approach to working from home, announced its intention to create 300 jobs in Northern Ireland with support from Invest NI.

Sensée provides home-based contact centre agents on an outsourced basis. Its agents deal with inbound calls from clients such as Allianz, Bupa, Hastings Direct, Legal & General and SSE either as an overflow resource to handle peaks in demand or as a complete service. Sensée focuses on ensuring the right people are recruited for the roles to ensure they can offer brilliant service to their customers.

The Sensée homeworking model removes barriers for various groups of people and gives them an opportunity of employment regardless of location. In fact, 18 per cent of employees are registered as disabled, 30 per cent are living in rural areas and, contrary to the sector generally, average employee age is 41.

Sensée is attractive to prospective employees. Its 700 strong team is employed on permanent contracts, with pensions, sickness and holiday pay. The company has developed technical solutions and processes to overcome the challenges that can face homeworkers. The firm ensures staff feel supported and outside of work organises a range of social activities including virtual movie nights and virtual Christmas parties.

Sensée visited Northern Ireland a number of times in early 2019 and quickly chose the region for this operation because of:-

- The quality and availability of talent in Northern Ireland
- The excellent network of key stakeholders in local government and communities
- The financial and non-financial support offered from Invest NI.

Sensée key facts

- Founded in 2004
- Passionate about diversity in their workforce
- ISO 27001 accredited for information security and FCA authorised and regulated
- Winner of the 2019 People Engagement Award Contact Centre Network NI
- Real Living Wage employers

“These new jobs with Sensée provide a real option for people who will benefit from home working and give them an opportunity to earn a good salary whilst improving their quality of life.”

Rob Smale,
COO, Sensée

