

# Interim

Workforce Solutions





# Contents

Interim Workforce Solutions	3
Which recruitment solution is the most suitable?	4
What to look for in a supplier	6
Why clients repeatedly choose Nigel Wright	8
Case study: ENGIE	10
Contact us	12

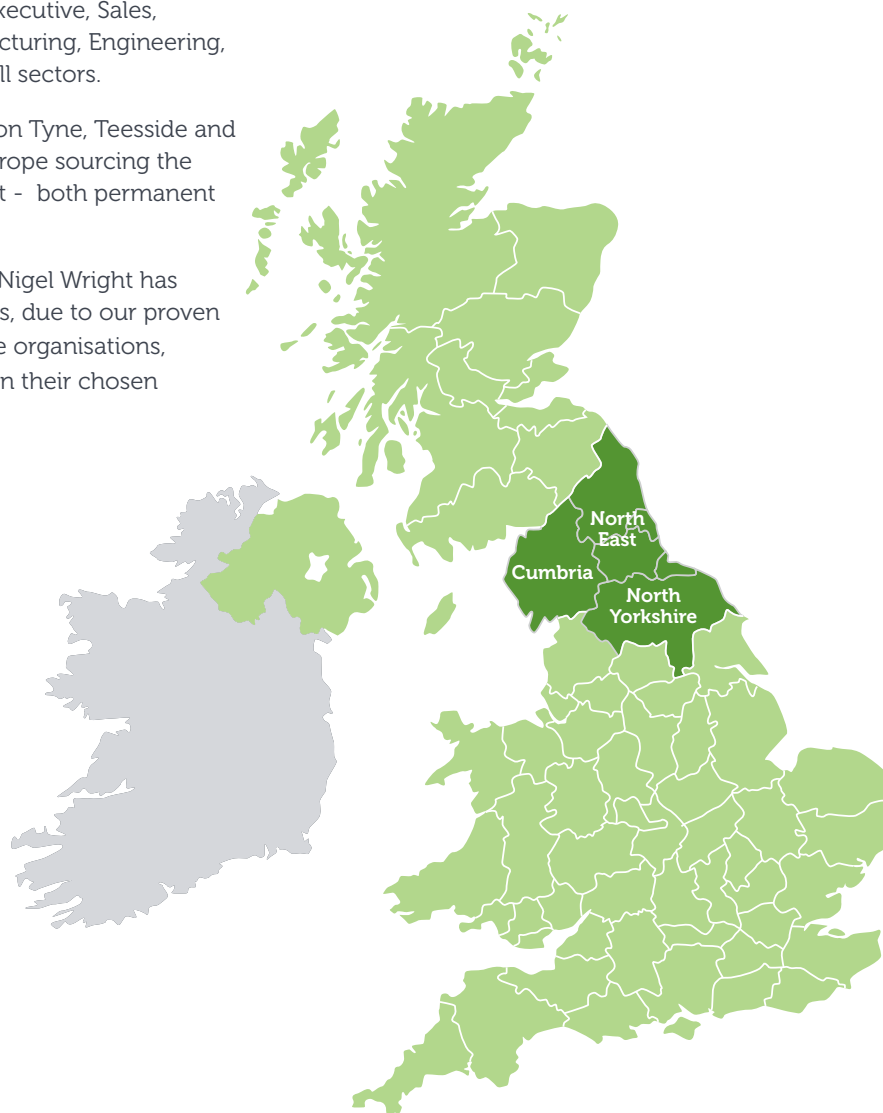
# Interim Workforce Solutions

Nigel Wright Recruitment is the leading specialist recruitment firm servicing the North East, Cumbria and North Yorkshire.

Our reputation is for recruiting Executive, Sales, Marketing, Supply Chain, Manufacturing, Engineering, Finance, IT and HR roles across all sectors.

We have offices in Newcastle upon Tyne, Teesside and London with 13 offices across Europe sourcing the best local and international talent - both permanent and interim.

The reputation and capability of Nigel Wright has grown consistently over the years, due to our proven track record of working alongside organisations, helping them to build capability in their chosen markets.



"I have been impressed by your proactivity, industry knowledge and energy. I would certainly recommend Nigel Wright based on my experience."

**Candidate**



# Which recruitment solution is the most suitable?

Nigel Wright successfully places temporary workers, contractors and interim managers specialising in a variety of different disciplines and sectors. Many candidates possess broad based experience of commercial and public sector organisations; both large and small.

We fill role disciplines across all interim employment types but generally, we find that:

- Interim executive appointments usually include CEOs, General Managers and Directors of SMEs;
- Contractors tend to work mainly in IT, but also in Finance and Operations roles, across strategic levels;
- Temporary placements largely consist of Finance, HR, IT, Sales and Marketing professionals working at transactional levels.

Planning for the use of temporary resource, if managed correctly, can significantly reduce cost in the long term. Hiring a temporary candidate can also allow a business to afford someone



## Temporary workers

Temporary workers generally operate at the 'doing level' and are considered a vital part of staffing strategies for many businesses. Temporary jobs are used by many organisations as a short-term measure, to fill lower skilled and lower cost roles. Temps are usually paid by the hour without the perks of their permanent counterparts. They do not operate any sort of company and are paid through PAYE by their supplying agency.

Temping can be a good move for those between jobs or those who crave flexibility and variety from their work life.



## Contracting staff

A contractor brings a high level of skill and knowledge in their chosen field and is paid a day rate for their services. Companies use contractors in many scenarios, such as to cover excess workloads or to provide new skills for a specific project.

Professional contractors generally have an immediate impact as they are often specifically recruited to add skills and experience that may be lacking in the current team. Overall, there is less risk involved in hiring a temporary worker, with many businesses using it as an opportunity to assess the suitability of a candidate before deciding to make a permanent hire.

Contractors normally appreciate the flexibility and breadth of experience that contract jobs can offer them. Contractors are typically paid on a day rate basis through a firm's payroll. This can be on a fixed term basis, or on a rolling contract. Contractors will often have the same benefits and holiday entitlement as permanent employees. Most contractors operate through a Limited company or use the services of an umbrella company.



## Interim Executive

An interim executive operates at a senior strategic or executive level within an organisation. They are typically engaged to deliver a strategic piece of work or to cover a senior post until a permanent hire is appointed. But there are numerous other reasons for interim executive solutions. Interim managers are highly experienced professionals with niche skills who can step into specific business situations quickly and make a real impact. This could involve leading a team or project due to a sudden absence or departure or simply because existing resources are too stretched to take this on.

Interim executives can prove to be a hugely beneficial resource for businesses during periods of change. Most businesses need a stable core team and then they can seek the right additional talent for short term requirements, where capability within the organisation is lacking.

They can also make an immediate impact with little or no intervention. Operating at a senior level, interim executives are known to be adept at assimilating into new environments and driving change, turning projects around and communicating with key stakeholders without fear of raising sensitive issues.

that they wouldn't necessarily be able to hire permanently.

	Temporary workers	Contractors	Interim executive
Administrative resource	✓		
Short term hourly work	✓		
Maternity or sickness cover	✓	✓	
Bring new skills into the organisation		✓	
Organisational change programme		✓	✓
Employ people for fixed periods of time	✓	✓	✓
Employ highly experienced, niche skills		✓	✓
Run strategic leadership or change projects			✓
Graduate, administrative, entry level roles	✓		
Mid management roles	✓	✓	
Management, director or executive roles			✓

All our teams comprise of people who have dedicated roles to help clients find solutions to their interim resourcing requirements.



# What to look for in a supplier



With competition becoming increasingly tight in the interim staffing market, it's important for organisations to select a recruitment provider that can help them to react quickly to the temporary skills gap.

An interim availability recruitment database is essentially a 'live' database that is updated frequently. Everyone is a moving target and candidate CVs and rates are changing so need to be updated frequently. It is essential for temporary, contract and interim recruitment consultants to know their candidates 'even better' than a permanent recruiter as they must be sure that they have the necessary skills, industry knowledge and attitudes to be able to be an effective short term solution for a specific client need.

To do this, recruiters must demonstrate the following qualities:



Ability to attract a database of candidates who are immediately available, with a wide range of skills and experience;



Provide a consultative service to clients to engineer solutions to provide the best workforce for their needs;



Are proactive and able to identify areas within a business where a temp, contractor or interim could add value;



Have been in the market for a long time and can demonstrate intimate market knowledge and understanding of business needs;

*"This is the second-time Nigel Wright has helped me to secure a role. The consultants clearly have great relationships and contacts with key employers. I find the service personal and feel that they are not only looking out for the employer, but the potential employee too."*

## Candidate

They must also:



Have live market insight, keeping in regular contact with candidates and bring aware of trends in contract types and day rates;



Be clear about the process, managing expectations and identifying any risks involved;



Be flexible and knowledgeable about methods of engagement, including addressing areas such as contract notice periods;



Provide ongoing aftercare by keeping in regular contact with the workforce they have placed with clients to ensure they are motivated and to address any issues;



Have a financially sound business with the ability to pay interim workers;



Have a seamless payroll processing and reporting system.

The team at Nigel Wright is proud to provide market leading levels of service for both clients and candidates alike.

**“Very professional and prompt, with great listening skills, which help them to truly understand our needs.”**

**National Sales Manager Commercial at Pipers Crisps Ltd.**



# Why clients repeatedly choose Nigel Wright



## Our capability

We are the largest and most specialised professional recruitment company in the region. We have the greatest depth of recruitment capability to fulfil any vacancy, with over 35 consultants who have successfully filled over 2000 roles in the last 3 years.

Our database of potential candidates is uniquely accessible by all staff to enable anyone to source the best talent on the market. This database contains over 42,000 people, most who we have met and interviewed. We interview many people but we only shortlist the very best for our clients – just one third of the candidates we meet are shortlisted.



## Our knowledge

We have great market knowledge, understanding and expertise in recruiting for specific disciplines, covering all salaries. Our consultants have over 450 client/candidate meetings each month. Unique knowledge gained about companies, sectors and people is shared and utilised for current and future assignments.

Over one third of our consultants have an industry background before working within recruitment. Our team has 350 years' combined recruitment experience overall.

**“You provided superb service. I didn't think recruitment agencies like this still existed.”**

## Candidate





## Our quality

We assess thousands of potential candidates but we only shortlist the best potential employees to suit each client and their vacancy.

The high quality of our candidate selection process results in 97% of candidates accepting the jobs offered to them.



## Our service

We challenge and clarify each brief and then commit to deliver to that brief, on time, every time. Consultants cannot progress in our business unless they do this well. This provides clients with the assurance that we will shortlist high quality candidates to meet agreed criteria.

We consistently provide excellent service and have one of the highest client and candidate satisfaction levels of any industry, placing us in the top percentile of customer satisfaction.

Highly satisfied clients lead to many working with us across the business functions and locations. During the last decade, 43% of our regional clients sought our help to fill more than one discipline.



## Our relationships

We invest in long term relationships with clients because their success can be our success. We don't take short term decisions and actions to the detriment of ongoing client relationships. This is one reason why over 80% of our clients use us repeatedly.



# Case study: ENGIE

## High volume temporary recruitment assignment.



### About the client

- ENGIE is a leading energy and services group employing 20,000 people in the UK, with a turnover of £3.7bn;
- Formerly Cofely, a division of GDF Suez, the GDF Suez Group rebranded all its operations under the ENGIE name in early 2016;
- Providing power and gas to thousands of UK businesses, ENGIE also delivers services to 14,000 customer sites across the public and private sectors;
- Its customers range from hospitals and schools to Government, as well as private and public buildings;
- Headquartered in London, its shared service centre in Newcastle upon Tyne, established in 2014, delivers support services to ENGIE operations across the UK;
- The site has over 220 employees that deliver a range of business support services including accounting, HR, IT, customer services, procurement support, purchase to pay, order to cash and continuous improvement.

### Background

- In 2014, Cofely (now ENGIE) relocated several of its company functions from Buckinghamshire to a new shared services centre in Newcastle upon Tyne;
- The move followed Cofely's acquisitions of Balfour Beatty WorkPlace and Lend Lease FM, two facilities management firms that substantially grew the company's footprint nationally and in the North East;
- The centre was to be 'built from scratch' with a planned recruitment drive to hire 200 staff over an 18-month period;
- Based on reputation and prior relationships developed with Cofely and Balfour Beatty WorkPlace, Nigel Wright was selected to assist ENGIE with this high-volume recruitment project;
- In addition to working with ENGIE to fill various senior permanent positions at the new centre across finance and IT, Nigel Wright's temporary recruitment team was tasked with identifying temp resource for the expanding accounts payable team.

## The challenge

- ENGIE had a backlog of invoices and needed to hire several experienced and capable temps to assist with reducing it;
- The accounts payable team consists of data input administrators, payment processor/analysts and customer service specialists. ENGIE wanted individuals with the necessary skills to fulfil vacancies across all these areas;
- Furthermore, an ongoing SAP migration project meant candidates with experience using SAP were preferable;
- The shared service centre is a strategic asset, providing long-term support to ENGIE's growth agenda in the UK and Ireland. Consequently, ENGIE was keen to meet candidates with the potential to progress into permanent positions within the organisation.

## Nigel Wright solution

- Our consultants visited the shared service centre and met with relevant line managers to discuss the vacancies;
- They also took the time to tour the site and understand the culture and type of people who would succeed in that environment;
- Nigel Wright's temp consultants have extensive networks and are constantly talking to candidates. This enables them to know, quickly, those available or those who may consider a temporary contract;
- After taking a thorough brief from ENGIE, our team reached out to their networks and quickly gained the interest of potential candidates;
- Vacancies were also advertised online via Nigel Wright's website and social media accounts, as well as on relevant job boards. This resulted in a high volume of applications;

- The consultant assessed candidates' suitability and most vacancies were shortlisted within 48 hours;
- All shortlisted candidates were met in person following an initial phone screening for final assessment, and to prepare them for the client interview.

## The result

- Nigel Wright successfully recruited 40+ temporary finance candidates over an 18-month period;
- Most placements were made within one week of the commencement of an assignment;
- Many of the candidates have since been hired on a permanent basis;
- Some have also either been seconded into the management accounts team, or officially transferred there due to high performance and potential;
- Nigel Wright partnership with ENGIE has been extended due to the success of this project.



“The consultants at Nigel Wright are excellent. They stayed in contact with me throughout the duration of the temp contract and visited our offices regularly to speak with the temps and make sure they are satisfied in their roles. I cannot praise Nigel Wright enough and I lean towards using them for other recruitment projects because of the service they provide.”

**Caron Leck, Accounts Payable Team Lead at ENGIE**

# Contact us

## Finance



**Richard Morgan**

Associate Director  
Tel: +44 (0)191 269 0743  
Mob: +44 (0)791 872 9065  
richard.morgan@nigelwright.com

## HR



**Sue O'Donovan**

Managing Consultant  
Tel: +44 (0)191 269 0778  
Mob: +44 (0)784 332 9390  
sue.odonovan@nigelwright.com

## IT



**Mike Flynn**

Senior Consultant  
Tel: +44 (0)1740 617739  
Mob: +44 (0)784 332 8849  
mike.flynn@nigelwright.com

## Sales and Marketing



**Erica Tucker**

Consultant  
Tel: +44 (0)191 269 0688  
Mob: +44 (0)784 332 9387  
erica.tucker@nigelwright.com

## Manufacturing and Engineering



**Lisa Taylor**

Managing Consultant  
Tel: +44 (0)191 269 0685  
Mob: +44 (0)771 413 3486  
lisa.taylor@nigelwright.com

## Supply Chain and Procurement



**Peter Stephenson**

Managing Consultant  
Tel: +44 (0)191 269 0709  
Mob: +44 (0)791 875 8035  
peter.stephenson@nigelwright.com