

A HRM CASE STUDY

HRM's Office Support business looks here, there and everywhere for PA's who can support executives who need to be here, there and everywhere.

THE CLIENT

Our client is one of Ireland's largest and most successful financial organisations offering general insurance, risk management, pensions, life assurance, health insurance and personal financial services. They have 46,000 employees globally, serving 53 million customers.

THE NEED

Having worked with HRM office support on numerous other assignments, the client approached us regarding an urgent hire that they were struggling to fill through UK agencies. We were the first Irish agency they approached. They sought a Senior Executive Assistant to support and report directly to the European CEO, based in London. The successful candidate would have 10 years Senior EA and Management experience, be degree qualified and speak 2 European languages. Strong people management skills, along with extensive complex diary and travel management experience and excellent business acumen were essential skills required.

THE SOLUTION

Using the extensive HRM office support networking database, a series of referrals and niche online advertising we developed a strong shortlist of four senior level candidates; two were called forward for interview. The interview process had several layers: phone interview, face to face interview the HR team, then with the HR Director and then with a Director based in Dublin. After this extensive process, one candidate identified as a strong contender and was flown London to meet the CEO. After a full medical assessment, references and a further phone interview with the CEO the package - which included a relocation and annual bonus - was agreed. Our introduction of this candidate to this organisation has been mutually and hugely successful, since placing this Senior EA we have placed four other senior level PA's.