

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

This client is a leading international law firm, with a global office network. They are specialists in advising on every aspect of international and offshore funds law.

THE NEED

Recently this firm required our assistance to search for and appoint their Head of Services. This newly created position was created to spearhead the firm's declared intent to put the client and the needs of their clients, at the very heart of the business. They sought a candidate who would take responsibility for delivering client service excellence at every point of contact and across all delivery channels of the organisation.

THE SOLUTION

We had worked on a number of legal secretarial roles for this company and the HR Manager contacted us regarding the Head of Services role that would report into the Managing Director. Following an on-site meeting with the HR Manager and a detailed analysis of what this role involved, the skills and characteristics required - we had a clear picture of the right person for this role. Through extensive database search and networking we shortlisted eight candidates, 6 of these were called for first round interview. Two of our candidates were deemed to be the best match and fit. The next step was to meet the MD for closure and decision, both candidates had first class references and both were incredibly eager to secure the position. Due to an internal emergency, there was no decision or feedback from the client for over 10 days. In situations like this, it is important that we manage the candidates' expectations and ensure their level of interest does not wane. The candidate who was offered and accepted the position is still with the firm and feedback is extremely positive.