



your IT recruitment partner



NOT FOR PROFIT PROFESSIONAL BODY

The Challenge

To fill an immediate vacancy for a technical services manager for a small not for profit Professional body. For smaller organisations adjusting to the departure of a key manager needs to be handled quickly and carefully; ensuring that the right individual can be sourced quickly to maintain continuity.

When a small not for profit Professional body based in Bristol was faced with having to replace their technical services manager and thus fill an all-encompassing and diverse job requirement at short notice, they realised that they needed to turn to a local IT recruitment consultancy. Xist4 stepped in with the know-how and the ability to source relevant local candidates who were available with little or no notice.

The Solution

A technical services manager has an important role in any organisation, but in this particular instance the role was pivotal to the Professional Body maintaining their website's e-learning and e-commerce functions. In addition to this, the right candidate would be required to manage all the internal office IT systems and to coordinate and manage third party service providers.

Given such a complex and immediate requirement, Xist4 wasted no time assigning an experienced account manager to act as an IT recruitment partner and exploring what key technical and non technical skills were important to this role. Armed with this information, Xist4 focussed their search on finding available local professionals who had a broad IT skill set, along with experience of managing outsourced vendors. Using their wide networking contacts, Xist4 undertook intensive job board advertising, which they ran in conjunction with a social media search and featured the job on their own high traffic website as well.

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The Results

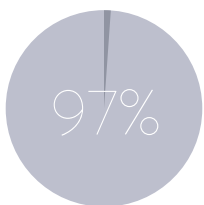
By focusing their search within 30 miles of Bristol and having pinpointed the exact skills needed, Xist4 was able to recommend suitable candidates. Before presenting the client with the candidate CV's, Xist4's account manager took time to personally speak to each candidate to thoroughly assess their suitability and availability. This thorough process ensured the right candidate was able to fill the vacancy quickly.

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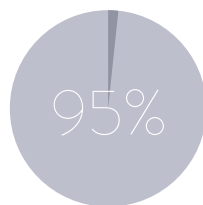
As the global professional body for an emerging discipline we rely on our IT systems and partners to achieve our objectives. To support our corporate and individual members, disseminate knowledge, host exams and reach new audiences across the world we need to be confident that our systems are robust and suppliers delivering. Our Technical Services Manager has the dual responsibilities of managing internal office IT and ensuring our suppliers deliver.

Xist4 were given a brief to identify technical competence, operational experience and partnership working. Character and approach to work were also really important to the organisation as we maintain an open, friendly and member focused culture. The real challenge with the brief however, was the turn-around time to ensure sufficient handover. We are delighted with the result of the search and the appointee is adding considerable value and allowing us to progress a number of fronts.

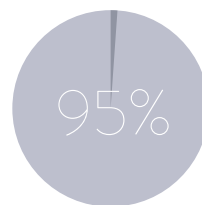
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We achieve
97% offer
acceptance ratio



We have repeat
business from
more than **95%**
of our clients



Over **95%** of
our clients would
recommend
our services

Key Value Added Points

- 1 All shortlisted candidates are fully briefed and given client information, client URL and a job description where available.
- 2 Prior to the interview all clients are provided with an email confirming the candidate's name, contact details and the date and time of the interview.
- 3 All interviewees are given an interview pack containing an interview confirmation email, location directions/map, interview format and a job description where available.
- 4 At Xist4 we pride ourselves on our high levels of service. We provide full aftercare support for both clients and candidates following a new placement.

Client

Xist4

Candidate

Client sends in requirement details on 14th October

Qualify client requirement on 14th October

Search Xist4's database and advertise role on major job boards on 14th October

Qualify candidates. Video conferencing facilities available

Candidates started to apply on 15th October

Client receives shortlisted candidate CVs. Client reviews CVs and requests 1 interview

1

Shortlisted 2 CVs between 17th – 21st October

Client interviews candidate

Confirm candidates' availability and interest. Arrange interview

3

Candidate attends interview

Client assesses interviews and selects preferred candidate

Interview feedback received and relayed to both client and candidate. Preferred candidate selected

Preferred candidate offered by client on 29th October

Client receives confirmation of acceptance

Relay candidate acceptance to client

Candidate accepts job

Candidate management to confirm notice handed in. Confirm start date

Candidate starts work

Candidate started on 3rd November

Candidate starts work

Aftercare support Performance Survey

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