

CAPITA



Enterprise Sales Personnel

Background

Capita Children's Services are the leading provider of MIS to the Local Authority market, with over 35 integrated products. They pride themselves on high customer value and quality delivery, with close customer relationships, providing innovative solutions.

Capita needed a new Sales Director, one with the right market knowledge, level of experience, and people focus. ESP were recommended to Capita by the outgoing Sales Director as having provided an excellent service in the past as ESP had previously placed candidates with similar attributes into equally as challenging roles. From the outset ESP set themselves apart from the other organisations Capita dealt with.

ESP assigned a single point of contact to manage the process and the consultant got to know the requirements of the role in detail as well as what Capita's hiring manager personally wanted from the individual. ESP made sure all candidates were fully briefed and prepared and coached on what mattered to Capita. Using their market knowledge and superior networks ESP were able to source candidates that closely matched the brief given to them and were careful to supply candidates that would amaze Capita.

ESP followed up contacts well; they effectively managed the recruitment process from start to after the candidate had been placed. ESP checked everything was in place and in order, and provided a high quality bespoke service. Capita observed that ESP gave excellent advice throughout the process which demonstrated their exceptional recruitment knowledge and expertise. ESP were extremely professional in their approach, and stayed close not only to completion but then on into the early stages of the commencement of the recruit to ensure all was going to plan.

Solutions

ESP worked hard to get to know Capita requirements extremely well and focused on what the hiring manager wanted from the candidates. They maximised the effectiveness of the interview process by ensuring that candidates were fully briefed on what Capita were looking for. ESP added further value by following up and reinforcing the relationships that they have as well as consistently ensuring that they were meeting the needs of Capita.

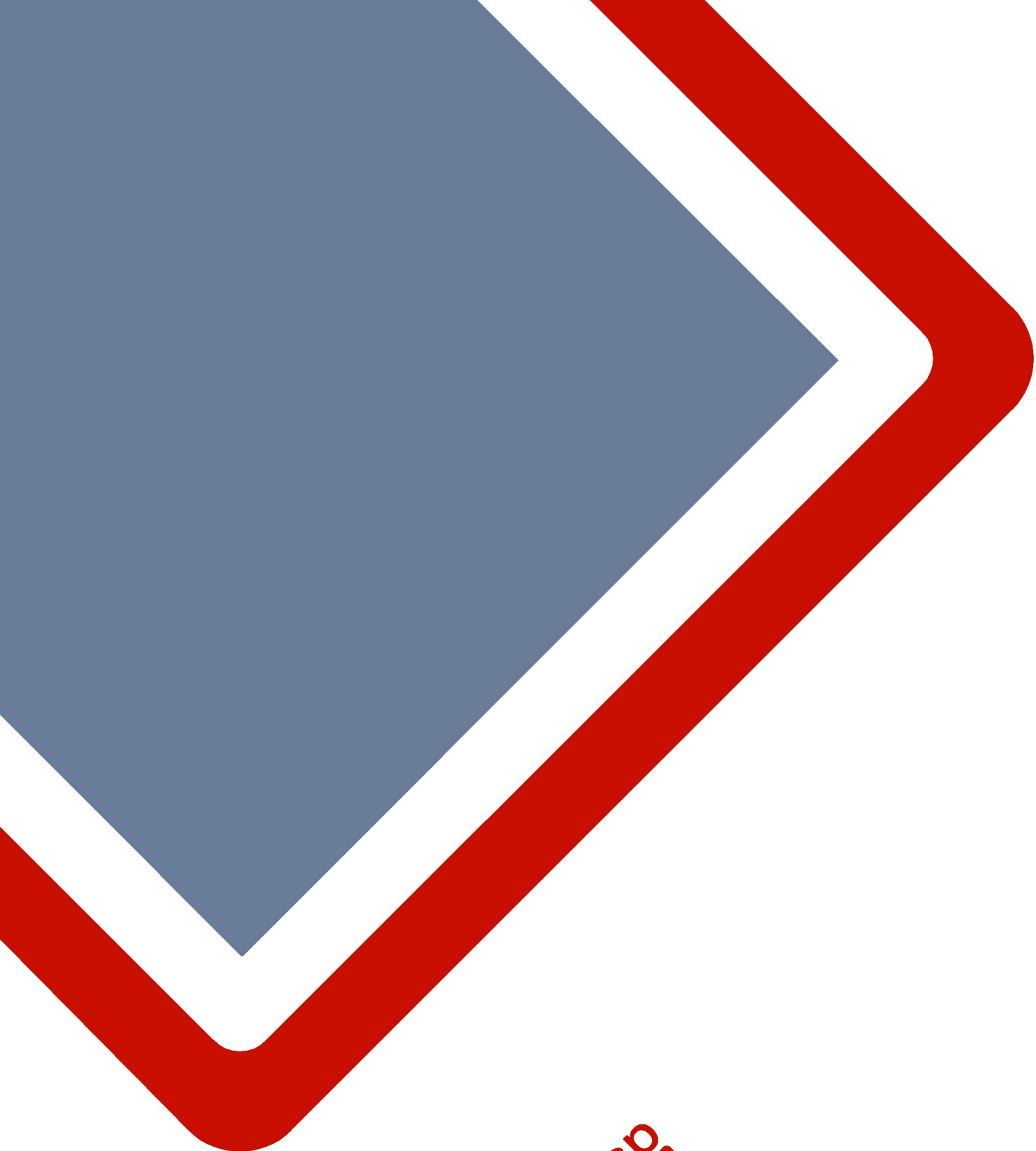
Results

The result of the hard work that ESP put into the service was the introduction of an excellent candidate, who has since demonstrated outstanding market knowledge in Capita's field, tremendous drive and focus, great experience, high commitment and ESP supplied superb references.

The result of using ESP has saved the hiring manager at Capita an enormous amount of personal time, which ultimately has had a positive impact on the business. This was possible as ESP instilled confidence at every stage of the process and gave confidence to both Capita and the candidate.

||| ESP worked hard to know what I wanted, saved me time sending through candidates that matched exactly, made sure contact was crisp and to the point, and delivered a fantastic service. The only Downside is the bar has been ||| set very high now re future expectations!!

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