

National Account
Director

Executive
HEADHUNTERS
Delivering exceptional talent.



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THE BUSINESS – ICS

The Institute of Customer Service is the independent, professional membership body for customer service. The Institute is a not-for-profit body run on commercial lines with a community of organisational and individual members from across the private, public and third sectors.

They have approximately 26% of the FTSE 100 as members of the Institute. It has been established for 16 years.



OUR CHALLENGE

The Institute uniquely combines a competitive commercial environment with the supportive and personal atmosphere of a small company that is closely connected to its customer base.

The successful National Account Director would manage the Institute's large, multisite member organisations (approx. 35 of the FTSE 350) ensuring that each has an agreed engagement plan so that their member organisations gain maximum benefit from their investment.

THE CANDIDATE

The successful candidate was required to be the first port of call for comment on all Customer Service related issues within member group, reporting to and supporting the Director of Customer Engagement.

They had to manage a portfolio of national accounts to ensure that they were supported in line with the national account strategy and delivered strategic engagement plans to achieve revenue retention targets and individual member retention targets across those accounts.

OUR SOLUTION

An experienced, senior-level individual with proven success in a similar role. They were a skilled people-manager, able to coach and motivate a team, set standards and a work-pace to drive a performance-based culture.

KNOWING OUR CLIENTS

As is the case with most of our clients, the senior management of ICS prioritised the culture and vision on the company as a key matching factor with any successful candidate.

We made sure that all of our candidates were value-driven and open-minded.

IDENTIFYING THE CANDIDATE

With our service being bespoke, we adopted a generalist approach and targeted people based on the role and its responsibilities as well as the behavioural and cultural requirements of ICS.

client and ourselves, that they found their ideal candidate within our shortlist and the headhunt was a success.



SIMPLY BRINGING THE RIGHT PEOPLE TOGETHER

In a nutshell, this is what we do. We identified a number of suitable candidates who fit both the role and the requirements of organisation as a whole.

It was very rewarding for both the client and ourselves, that they found their ideal candidate within our shortlist and the headhunt was a success.

The top talent in any industry is likely to be employed, and more often than not, by your competitors.

Headhunters are experts at providing you with the candidates that agencies can not approach.

We bring the BEST talent to YOUR business.

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Call a headhunter now : 0207 160 6996
www.executiveheadhunters.co.uk

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Who are Executive Headhunters?

Unlike most recruiters, Executive Headhunters is a cross-sector headhunting agency. In layman's terms, this means candidate searches are not pigeon-holed to particular industries and we are not limited to the confines of traditional talent pools. We believe that the most desirable traits for a role are not always industry specific and through identifying and attracting senior level candidates around the world, we specialise in one area only: high achievement.

As our clients are happy to testify, challenging placements can be the most rewarding - and we'd like you to enjoy that same sense of immense satisfaction with our services. We believe that our key values of 24/7 transparency, confidentiality and discretion in every project sets our service apart from other headhunters and traditional recruitment agencies.

Sometimes our clients prefer a specialist headhunting approach which is why we also have teams of industry experts who serve individual sectors such as retail, finance, construction, gaming and more...

What does this case study show?

In this case study, you'll find out how we helped one of our clients find the elusive perfect candidate:

- Identifying the skill sets needed
- Researching potential candidates
- Targeting the right individuals
- Presenting a small number of people ideally suited to the role

Contact Us

Find out more about the services we offer. Discover how, specialising only in high achievement, your dedicated Account Manager at Executive Headhunters will work diligently to:

- Reduce stress, release resources and recruit the right people for your business.
- Identify high achievers and attract senior personnel across all sectors.
- Find exceptional candidates who elude traditional recruitment processes because they are not actively seeking a new role.

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