

INSPIRING GREAT ACHIEVEMENTS

Q1, 2022

A portrait of Andy Briggs, a middle-aged man with short brown hair and blue eyes, wearing a dark suit, light blue shirt, and red tie. He is looking directly at the camera with a slight smile. The background behind him is a light blue and green gradient with abstract white shapes.

**RETAINING A PREFERRED
RECRUITMENT PARTNER**

**THE BENEFITS OF
FLEXIBLE AND
REMOTE WORKING**

**HOW EFFECTIVE ARE
COUNTER OFFERS –
WHAT IS THE TRUTH?**

**THE BIGGEST
CHALLENGES FACING
THE ACTUARIAL
RECRUITMENT
MARKET IN 2022**

ANDY BRIGGS MBE
EQUITY, DIVERSITY AND
INCLUSION: ATTRACTING
A MULTI-GENERATIONAL
WORKFORCE

INSPIRING GREAT ACHIEVEMENTS

Q1, 2022

WELCOME

Hello and welcome to the second edition of the **IGA Talent Solutions** magazine – Inspiring Great Achievements!

We are a values driven recruitment and talent solutions consultancy and we want to offer true insight and independent advice to the candidates and clients of the markets that we operate within. In this magazine you will hear from a number of our experienced consultants to get their unique insights into several specialist areas of recruitment and talent solutions. We hope this is an informative and enjoyable read, which debates the key trends and challenges which are at the forefront of the hiring and candidate community.

In this edition we will look at the biggest challenges facing the actuarial recruitment market in 2022, the benefits of attracting a multi-generational workforce and the continuing benefits of flexible and remote working in the post-pandemic era. We have investigated the effectiveness of employer counter offers using a bespoke survey and our Managing Director, **James Craven** offers some useful advice and guidance on retained search strategies for executive and senior hires.

We would love to hear your feedback and ideas.

Please contact our inhouse editor, **Katie Thompson** (Talent Sourcing Manager), if you'd like to discuss future issues of the magazine.

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THE BIGGEST CHALLENGES FACING THE ACTUARIAL RECRUITMENT MARKET IN 2022

Peter Knowles, Managing Director

Prior to founding IGA Talent Solutions in 2018, Peter has had a long career recruiting into niche areas of Actuarial. He regularly provides his clients and the recruitment press with insights into current market conditions and advice on best practice. Read on for some key insights into the current market for actuarial recruitment.



WHAT DO YOU THINK WILL BE THE BIGGEST CHANGES IN THE INDUSTRY IN 2022?

We are anticipating a year of growth and business recovery for insurers in 2022, with a particular focus on investment in technology and talent models. Against the backdrop of the positive trajectory for many insurers, there are a number of key challenges to navigate around talent attraction, regulatory change and stakeholder expectations.

ATTRACTING THE RIGHT TALENT IS LIKELY TO BE THE BIGGEST OPERATIONAL CHALLENGE FOR INSURERS.

The 'war for talent' is set to continue into the medium-to-long term and therefore insurers are thinking through broader strategies to attract and retain the right

skills in the business. This includes looking further for candidates both geographically, professionally and on a flexible basis. There are good opportunities to drive the D&I agenda and the value of multi-generational workforces and those who are returning to the profession after a break. The keys to success for insurers will be around the strength of their employer value proposition and the effectiveness of their recruitment supply chain and talent processes.

IFRS17 IMPLEMENTATION

2022 will be the home stretch as we head towards the January 2023 deadline. Insurers across the market are in different stages of their implementation and readiness. We are already observing a 'boom' in the day-rate contract market driven by IFRS17 implementation and the struggle to attract quality permanent resource.

CLIMATE CHANGE AND SUSTAINABILITY

Insurers have been increasing efforts to quantify and address climate risk in their underwriting and investment portfolios. In part, this is to satisfy the needs from many stakeholders to take appropriate mitigation action. This is still early stages, but a key priority at a board level and we expect to see more sustainability goals published and work undertaken in 2022.

FUTURE OF WORK / EMPLOYEE RETENTION

There's an ongoing operational struggle of implementing a flexible return to work strategy that satisfies a wide variety of employee and departmental needs. We expect a trial-and-error approach from the market, as work-life balance is now the primary reason for employees leaving in many sectors. We anticipate a higher level of resignations after bonus payments in 2022.

MERGERS & ACQUISITION ACTIVITY

We anticipate there will be more M&A activity in 2022 as insurers look to scale, acquire technology and move into new markets.

WHAT DO YOU THINK WILL BE THE IN DEMAND SKILL SET?

Technology: Cloud engineering, data science, AI, machine learning, software development, cyber security.

WHAT TOP TIP WOULD YOU GIVE A HIRING MANAGER FOR THEIR 2022 RECRUITMENT?

Impress the candidate from the outset!

How to do this:

- Start the Employer value proposition at the start of your recruitment process
- Use attractive and inclusive advertisements
- Respond to candidates quickly and professionally
- Ensure the selection process engages with the talent about the culture, career opportunities, development, training etc. Discuss the real USPs but ensure they are authentic
- Make the selection process as streamlined as possible to avoid candidate drop out
- Make decisions to appoint quickly and ensure during the offer to onboarding process that you continue to engage with the individual. Often people feel a little forgotten post acceptance and are vulnerable to counter offers from other employers.

Please contact Peter at pknowles@igatalent.com for support with your actuarial recruitment requirements or if you would simply like to discuss more about the current market. He will be happy to have a friendly chat with you!

EQUITY, DIVERSITY AND INCLUSION: ATTRACTING A MULTI-GENERATIONAL WORKFORCE

Katie Thompson, Talent Sourcing Manager

Phoenix Group, a key player in our market sector are strongly advocating the multiple benefits of a diverse and inclusive workforce, paying particular attention to the over 50's.

Andy Briggs MBE, CEO of Phoenix Group is a champion of the importance of language in job ads and highlighted research from the Centre for Ageing Better which shows that jobseekers may be negatively influenced by specific words.



“UP TO A MILLION OVER 50S AREN'T WORKING WHEN THEY GENUINELY WANT TO DO SO, WHILST SOME PEOPLE HAVE ACTIVELY CHOSEN NOT TO WORK AS THEY GET OLDER MANY ARE FORCED INTO THIS POSITION. THIS IS AN IMPORTANT ISSUE THAT WE ALL NEED TO TACKLE.”
ANDY BRIGGS MBE

WE CONTACTED ANDY TO FIND OUT MORE ABOUT THE GROUP'S APPROACH TO CHAMPIONING INCLUSIVE RECRUITMENT PRACTICES:

“We always look to attract the best people for roles at Phoenix Group and to take an inclusive approach in our recruitment. Using language which doesn't deter any age group is an important part of that. Research shows that focusing on the behaviours and skills required, rather than the personality of an applicant, is the best way to achieve this. As such, we are aiming to remove words that can be seen by older workers to suggest we are targeting younger generations. We haven't taken the step to ban specific words, but we will be looking to replace words such as “innovative”, with specific competencies such as “contributing new ideas” or “problem solving”. Research has also shown that some words such

as “enthusiastic” and “energetic” can deter older workers, this is not because people's enthusiasm changes with age, but because some people will rule themselves out of even applying if they feel this is meant for a younger audience and they don't believe they are wanted.

“Age is embedded in our Diversity and Inclusion work and we have a specific colleague group, called Ignite, who help shape our strategies for our employees who are in the 3rd quarter of life. We are also ensuring that any imagery we use is age-diverse, by including older workers. We are trying to make all of our recruitment inclusive, and language checking for inference of bias to specific genders or age is an important part of that. We also offer an attractive range of employer benefits for all our employees, including flexible working from day one of employment and professional development programmes which we know increases the likelihood of older applicants applying.”

Employers across the insurance industry are increasingly understanding the importance of a diverse and inclusive workforce and are actively working to redress the balance of underrepresented groups. So why focus on the over 50's demographic specifically? Andy explained:

“Up to a million over 50s aren't working when they genuinely want to do so, whilst some people have actively chosen not to work as they get older many are forced into this position. This is an important issue that we all need to tackle, one that is exacerbated by labour market shortages and productivity challenges. Older workers are a key part of the solution.

At Phoenix, as a business we understand that diverse workforce in terms of age can benefit a company by bringing their experience and perspective. Around half of consumer spending is from the 50+ age group, it is essential to us that we represent our customers and communities.

We also understand the importance good work can make to someone's financial and wider wellbeing. With cost of living pressures, later retirement ages and an increasing need for people to self-fund retirement the financial security good work can bring is ever important.”

Thank you Andy for the very informative insights into the affirmative action and inclusive practices at Phoenix Group.

At IGA Talent Solutions we are interested to learn more about the various strategies and approaches to Equity, Diversity and Inclusion across the Financial and Professional Services markets. What actions are you currently taking to ensure that your organisation is truly inclusive? We would love to hear more, so please contact our inhouse editor, [Katie Thompson](#) (Talent Sourcing Manager) if you would like to share your insights with us.

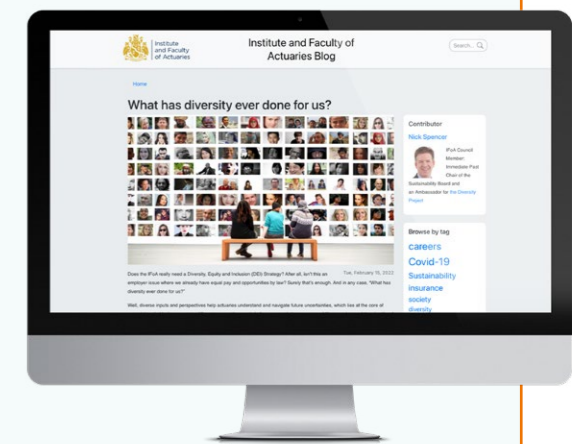


PHOENIX GROUP

EDI in the actuarial market: some interesting further reading

IFoA – What has diversity ever done for us?

<http://blog.actuaries.org.uk/blog/what-has-diversity-ever-done-us>



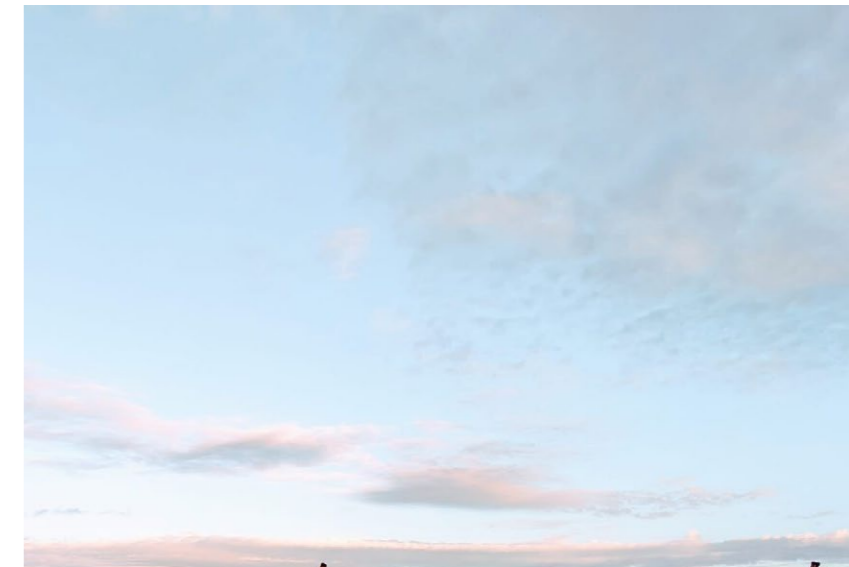
THE BENEFITS OF FLEXIBLE AND REMOTE WORKING



Garth Davson joined **IGA Talent Solutions** as Principal Consultant back in November 2021 and has played a key role in developing our global business since day one. Garth has a wealth of experience within the change and transformation market where he has consulted with a number of global clients and built key relationships in this space over the past 5 years.

We caught up with Garth after his first week at IGA in the previous edition of our magazine which you can read [here](#)

Recently, Garth has been working remotely from his family home in South Africa so we caught up with him again to find out about the benefits and challenges of flexible working from a different time zone!



HI GARTH, HOW ARE THINGS OVER IN SOUTH AFRICA? WHAT PROMPTED YOU TO VISIT AGAIN AND HOW LONG HAVE YOU BEEN WORKING ON A REMOTE BASIS?

Hi Katie. Things are well over here thanks and hope the same with you. It was always on my mind as I like to try and get out here for Christmas but wasn't able to last year. I decided to travel to S.A in the middle of January 2022 and will be working from here for 5 weeks.

WHAT HAVE YOU BEEN ENJOYING MOST ABOUT WORKING FROM OVERSEAS? HAS WORKING REMOTELY CREATED ANY PARTICULAR CHALLENGES FOR YOU?

There are so many great things about working overseas but the opportunity to catch up with my family and friends is always the highlight. We have managed to spend some real quality time together on weekends and have been to a couple of safari spots which is always great fun. In terms of remote working, the biggest challenge has probably been doing a few more calls over WhatsApp but that's about it.

WHAT IS THE TIME ZONE DIFFERENCE TO THE UK? HOW HAVE YOU BEEN ABLE TO MANAGE THE TIME DIFFERENCE WHEN DEALING WITH YOUR CLIENTS AND CANDIDATES?

The time difference is only 2 hours and as S.A is ahead of the UK, it's quite nice to be able to get things lined up and have a day plan which works wonders. It's also really great to be able to squeeze in an early morning gym session or run, whilst those in the UK haven't even woken up yet.

THE FUTURE OF WORK IS SIGNIFICANTLY CHANGING POST-PANDEMIC AND A LOT OF COMPANIES ARE HAVING TO CONSIDER HOW TO MAKE FLEXIBLE WORKING A REALITY FOR THEIR OWN BUSINESS. WHY DO YOU THINK THE OPTION TO WORK FLEXIBLY IS SO IMPORTANT? DOES GREATER FLEXIBILITY HAVE AN ADVERSE IMPACT ON PRODUCTIVITY OR QUALITY OF OUTPUT?

I think it's incredibly important as the world has been taught post covid, that we can indeed do a lot of work from home and don't always need to be in the office. I can only answer this from my perspective but I certainly think the flexibility allows me to work around the things I want to do in life, this makes me more motivated and I feel a lot happier in my role. I'm grateful to IGA for allowing me to work from S.A and it was something I mentioned right at the start. They have been true to their word letting me work from abroad during my first few months in the company.



HAVE ANY OF YOUR CLIENTS COME TO YOU WITH PARTICULAR CHALLENGES THEY ARE FACING AROUND THE FUTURE OF WORK? WHAT ADVICE HAVE YOU GIVEN THEM?

None of my clients have come to me with particular challenges but I do know that most of them have adapted to the new ways of working. I know that some of our clients, particularly the big consultancies are building teams to cater for their future of work needs and making sure that they keep ahead of the times from a strategic and technological standpoint.

WHAT HAVE YOU BEEN DOING WITH YOUR SPARE TIME WHILST IN SOUTH AFRICA?

As I'm only 3 months into the new role, I've wanted to make sure that I keep working hard and if anything, prove to the business that I can work from anywhere. I'm very pleased with how things have gone so far and hopefully that can continue going forward. Away from work, I've managed to catch up with lots of family and friends and obviously made the most of the warmer weather. We've been on a few safaris and I'm planning to finish off my trip with a few days in Cape Town which I'm really looking forward to.



IGA is a global business with offices in London, Leeds, Wincoburn, Cork and Geneva.

ARE YOU AN EXPERIENCED RECRUITMENT PROFESSIONAL LOOKING FOR YOUR NEXT OPPORTUNITY TO GROW AND DEVELOP WITHIN A FORWARD-THINKING AND FLEXIBLE COMPANY?

IGA Talent Solutions are rapidly expanding within the professional services, legal and finance markets and we are looking for values driven Talent Specialists to partner with and support our clients with their talent acquisition needs.

To learn more about **IGA Talent Solutions** and the exciting opportunities we can offer you for your career, please contact **James Craven** at jcraven@igatalent.com or **Peter Knowles** at pknowles@igatalent.com

HOW EFFECTIVE ARE COUNTER OFFERS – WHAT IS THE TRUTH?



At IGA Talent Solutions we have noticed there are a number of common myths around counter offers. The general discourse within the recruitment market tends to be negative with a large number of comments that counter offers are often ineffective and a waste of time.

At IGA we are keen to separate the fact from the fiction and find out what is really important to staff who are looking to leave their current employer. We sent our most trusted industry sleuth, **Stuart Brooke, Principal Consultant**, to get to the bottom of the issue.



COUNTER OFFERS – COMMON MYTHS

“80% of candidates leave within 6 months”

“9 out of 10 candidates who accept leave their employers within the first 12 months”

“50% of candidates that resign will be counter offered by their current employer”

“Employee/Employer loyalty will be damaged after a counter offer”

Credible research into the efficacy of counter offers is hard to come by so we recently conducted an industry survey to investigate the effectiveness of counter offers.

ARE OUTGOING EMPLOYEES OPEN TO A COUNTER OFFER?

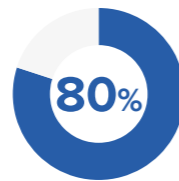
We asked...

- At the outset of your career search, had you spoken to your manager about your role, career aspirations or remuneration to highlight your dissatisfaction/concerns?



Over half of those who answered said yes. A total of 52%

- Upon resignation were you hoping your current employer would make a counter-offer to retain you within the company?



A massive 80% said NO

In summary, most people feel they have given their employers the opportunity to address their concerns before reaching the point where they hand in their notice. By the time people reach the decision of wanting to leave, the vast majority do not want a counteroffer.

WHAT DOES TALENT WANT FROM A COUNTER OFFER?

We asked...

- What was the nature of the counter-offer made to you?

76% Salary Increment

32% Promotion

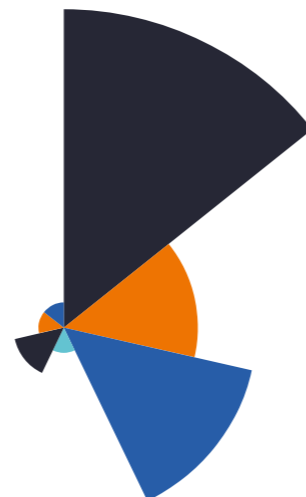
46% Change of role or additional responsibilities within role

6% Flexible or Part time working arrangements

12% Remote working arrangements

6% Change of reporting line

6% Professional Training/ Study Support



- If you were offered a counter-offer and you accepted, what made you accept?

71% Salary

29% Culture of the company

16% Reputation of the company

45% The people you work with

19% Promotion

29% Change of role or responsibilities

0% Professional Training/ Study Support

0% Change of base location or relocation

0% Flexible or Part time working arrangements

16% Remote working arrangements

23% Change in personal circumstances or reconsidered own personal reason for leaving

- What might have made you stay with the employer if offered?

28% Would not have considered

51% Higher salary

21% Change in career direction

30% Promotion

21% Move team or change of reporting line

28% New challenge a broader role or increased responsibilities

16% Opportunity to learn new skills

14% Flexible working or better work-life balance

9% Professional Training/ Study Support

7% Change of base location or relocation

14% Remote working arrangements

Looking at the numbers, the go to response for counter offers is financial with nearly three quarters of all counter offers being financially lead via a promotion and /or salary increase.

However, looking into what's really important to talent, it seems the issues and solutions are more human.

While money naturally features highly, one of the leading reasons for people accepting counter offers is linked to staying with the people they currently work with. 45% of those surveyed said this was key to their decision making. Company culture also featured highly with 29% of people considering culture to be important.

The data paints an interesting picture, but certainly highlights the fact that retaining top talent starts with how you treat people, not just what you pay them.

HOW EFFECTIVE ARE COUNTER OFFERS – WHAT IS THE TRUTH? RECRUITMENT

HOW EFFECTIVE ARE COUNTER OFFERS?

We asked...

1. After you accepted the counter-offer, did your employer live up to the promises made?

Yes – 64%
No – 21%
In part – 15%



2. Having accepted the counter-offer did your career or salary progress as you hoped (including aspects like pay rises, bonuses, promotion, role development)?

Yes – 63%
No – 37%



3. Having accepted the counter-offer did it make any difference to the relationship you have with the company or your manager?

Yes – 31%
No – 69%



4. After you accepted the counter-offer how long did you remain with the company?

Less than 6 month – 11%
6 to 12 months – 43%
1 to 2 years – 11%
Over 2 years – 7%
Still employed – 28%



5. How likely would you accept a counter-offer in the future?

Highly unlikely – 25%
Unlikely – 41%
Likely – 27%
Highly likely – 7%



The true effectiveness of counter offers remains hard to weigh up. The data shows just over half (54%) of all those who accepted a counter offer left within 12 months. Even though over 60% of employers lived up to their promises made in regards to pay and opportunities, over half still left within 12 months.

This poses the question of why, and unfortunately, the numbers alone cant answer that. Looking at the survey

as a whole, simply paying more doesn't address the really important issues for top talent. Culture and the people within the team are key.

When all is said and done, it appears that counter offers act more like a sticking plaster rather than a total fix. A potentially expensive and ineffective solution to a problem likely to reoccur in the near future.

WHAT CANDIDATES ARE SAYING?

Finally, we asked people to leave any additional insights which would help us with our research. Here's a few of the top responses

“My reasons for leaving an organisation are very rarely money motivated, it is generally about the culture or ways of working. These factors are embedded in companies, and therefore are unlikely to change. Receiving a counter offer is a nice ego boost, but it would be unlikely I would ever accept.”

“I regret accepting my counteroffer. My company treated me worse after they paid me more money. Also higher leaders were envious of my pay increase and treated me differently. I was promised more responsibilities but unfortunately none of this came true. It felt as though it was false promises to try and keep me in the company. In theory I wish I had gone to the other company as they knew my worth straight away and would have been more fair and reasonable. I also left 6 months after the counteroffer so it felt like I should have moved on earlier.”

“I find it amazing that a promotion or payrise can suddenly be found upon handing in your notice, yet it wasn't possible a month before. I handed in my notice after getting a 2% bonus and yet there was more money on offer in a counter - if I had been paid that in the first place, I might have trusted the company and been more loyal in the first place.”

“For me to get as far as considering outside opportunities, the relationship with my employer generally has to be pretty damaged already. While more money or a change of responsibilities can help, they don't change the fundamental dysfunction that led me to want to resign in the first place. The guilt I feel also tarnishes any benefit of the counteroffer.”

“Companies need to recognise and reward talent before it gets to this stage. The reality is that employees shouldn't need to threaten leaving to get their value recognised.”

RETAINING A PREFERRED RECRUITMENT PARTNER

BY JAMES CRAVEN,
MANAGING DIRECTOR



As the impact of the pandemic on UK businesses continues to ease, and more and more firms look to grow or replenish their teams, competition for A+ people is at its highest. Companies and their recruitment partners alike are finding constant challenge in securing new colleagues, with a rise in counteroffers, candidate dropouts and (the dreaded) salary over-inflation all playing a big role, especially in niche or candidate-shy markets.

Naturally, companies are thinking about alternative resourcing strategies. What more can they do and what else can they try to get the results their business needs? We've seen a rise in recruitment firms selling retained solutions; but what is a retainer and when is it appropriate?

RETAINED SEARCH

Retained Search is typically associated with a firm providing an Executive Search process. Some of the largest Exec Search firms in the world (known as the SHREK firms) offer a comprehensive search process, with features not offered in a typical contingent relationship, for very senior roles, across a variety of markets.

It's expensive, but you get a lot for your 33% of remuneration + expenses – a dedicated research team, full market map, search report and updates, comprehensive in-person interviews (when practical/possible), shortlist reports with full CV's, references, candidate profiles, compensation and benefits statement – the list goes on.

Retained search is for when you have a very important, usually very senior role and you want to be absolutely sure you hire the best available person in the market, with a dependable business running the process comprehensively, professionally and with full dedication. It also gives you more control over the search and the messaging into the market and the chosen firm has full accountability.

The recruitment fee is calculated at the beginning and charged in 3 stages: 1/3rd up front, 1/3rd on delivery of the shortlist and 1/3rd on completion of the assignment. Sometimes, the invoices are divided up and charged on commencement, then after 30 days and after 60 days, regardless of progress or success.

BE CAREFUL

Our advice to business and their talent teams right now is to be careful. Recruitment teams that typically provide a contingent (no win, no fee) service are encouraging clients to pay in a retainer style, yet still deliver a (mostly) contingent service. You may get the recruiters time, dedication and more accountability, but if they're pushing for a higher fee rate, we'd encourage you to ask the question, what else am I getting for my money? If there isn't much of a difference between what they usually provide and their 'retained solution' our advice is to step back and consider a broader selection of providers before committing. It's a lot like if you have someone painting your house, and they offer to help you with the electrics, you

might say yes before considering a) if they're an experienced electrician, or b) if they're genuinely the best person for the job, all in the name of convenience.

THE FUTURE

The market is changing and slowly we are seeing the monopoly of the SHREK firms eroded by boutiques, market disruptors, inhouse teams and alternative solution providers. The closely guarded, coveted black book of senior contacts has been made available to more and more competitors through technology (LinkedIn mostly, but other means too), and companies are managing their recruitment spend in a more careful way.

In a busy market, contingent recruiters must be efficient with their time, and the likelihood is that if their other clients have more attractive roles for them to work on, they will receive the priority.

If you're not getting the results you want from a panel of contingent recruiters and see the benefit of giving more accountability to one firm and retaining someone, but don't feel the role is senior enough to warrant a traditional executive search process, then I'd encourage you to think about a model in between the two. One that captures the benefits of a retained search but can be more easily applied to mid – senior level roles and won't break the bank.

James co-founded **IGA Talent Solutions** with Peter Knowles and James Caan CBE in 2018, aiming to bring a consultative and agile recruitment solution to the professional services market. Over the course of his recruitment career, James has represented some of the largest investment businesses in the UK and internationally, bringing new talent that enriches brands and positively impacts business performance.

At IGA, James oversees investment, pensions and employee benefits divisions, managing a team of consultants and researchers, and is responsible for the operational and financial management of the business. He is a regular market commentator on the importance of financial education for the younger generation.

You can contact James for a friendly discussion any time at jcraven@igatalent.com



TEAM NEWS

APSCO ACCREDITATION

IGA TALENT SOLUTIONS ARE PLEASED TO ANNOUNCE OUR ACCREDITATION WITH APSCO

We would like to say a huge thank you to [Ann Swain](#), Global CEO of [APSCO](#) for the acknowledgment below.

"I am delighted to welcome **IGA Talent Solutions** into APSCO membership. All of our members have to commit to a strict Code of Conduct and a rigorous, independently verified, referencing process that means that APSCO is a trusted badge of quality for candidates and employers.

IGA Talent Solutions are widely recognised for their sector expertise, collaborative approach and innovative thinking and these qualities make them a perfect fit for APSCO. I am sure that they will value the networking with like-minded peers and use APSCO's specialist range of professional services to further drive their future success.



"APSCO membership is fundamentally about aspiring to the highest possible standards. It's not easy to become a member and the fact that **IGA Talent Solutions** embraced this process and joined APSCO shows their commitment to excellence."

[Ann Swain](#), Global CEO



WELCOME TO THE TEAM LAURA PEARCE!

IGA would like to welcome Laura as the newest member of the Operations Team. Laura has over 5 years' experience working within operational support in the recruitment and talent industry.

With key knowledge of compliance, onboarding and contractor care, Laura joins **IGA** as a Senior Operations Executive, where she will be working closely with

our Contract Team to develop and further enhance our Contractor Care Function as the business continues to grow.

Laura will be a brilliant addition to the Operations Team and the **IGA** business as a whole. We are delighted that she has come on board to join us on our exciting journey and we look forward to seeing her grow and develop in her new role.

TEAM PROMOTIONS

WE ARE DELIGHTED TO ANNOUNCE THAT WE HAVE HAD TWO PROMOTIONS THIS QUARTER AT IGA TALENT SOLUTIONS!



Danny Wright, promoted from Principal Consultant to **Head of Change and Transformation**



Stuart Brooke, promoted from Senior Consultant to **Principal Consultant**

We are extremely proud of both Danny and Stuart for everything they have achieved since joining **IGA** and we look forward to seeing what the next chapter brings for their careers.

TEAM NEWS

IGA BIRTHDAYS

A HAPPY BIRTHDAY TO OUR CONSULTANTS:



STUART BROOKE
Turns 34



NITIN RAO
Turns 27



LANA FUREY
Turns 31



GARTH DAVSON
Turns 31



RICHARD BROCK
Turns 39



We celebrated by sending each of them a bottle of their favourite alcohol or some posh choccies!



Little things, big outcomes

IGA'S REBRAND ANNIVERSARY

It has been 1 whole year since Ignata A&I rebranded to **IGA Talent Solutions Ltd** and you can view our funky rebrand video [here](#)

It has been a successful first year at **IGA**, the business has expanded it's services to clients globally and opened new offices in various locations. With offices in London, Geneva, Winnersh, Leeds and Cork, the **IGA** Team has grown from 8 to 18 employees with plans to further increase our Talent Team to 25 heads by the end of Q3.

Things are a little different here at **IGA**. We've deliberately hired an experienced team that shares the same values and wants to do a great job for our clients. We've done away with the sales culture associated with recruitment firms, and today our business feels and acts like a professional, talent-oriented, consulting firm.

We've put our money where our mouth is and continually collect feedback from our customers all throughout the hiring process. Our average score today across the team is a 92.4% satisfaction rating, which we are very proud of.

If you are an experienced Talent Acquisition Specialist and are interested in joining a professional, values driven consulting firm then get in touch with **James Craven** at jcraven@igatalent.com today.

