

INSPIRING GREAT Q4, 2022 ACHIEVEMENTS



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FOR CHANGE AND
TRANSFORMATION
LEADERS

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INSPIRING GREAT ACHIEVEMENTS

Q4, 2022

WELCOME

Hello and welcome to the fourth 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 at the forefront of the hiring and candidate community.

In this edition we hear from Lead Recruiter, Richard Foulds who has recently written an interesting blog for the Institute and Faculty of Actuaries (IFoA) which discusses the new designation of Chartered Actuary. Oliver Howley, Senior Account Manager in the IGA Contract Team offers some insightful advice on running an effective interview process for contingent hiring.

Our IGA Actuarial Business Unit Manager, Graham Butler, recently caught up with Chris Cowen, Head of Actuarial at Capita to discuss Chris's thoughts on the current actuarial market and his expectations for the challenges ahead. We meet Adam Purchase, our new Head of Practice for People and Culture at **IGA Talent Solutions** and we get the rundown on some lively discussion topics from a recent Change and Transformation networking event held by Principal Consultant, Mark Stanton.

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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NETWORKING FOR CHANGE AND TRANSFORMATION LEADERS



**BY MARK STANTON,
PRINCIPAL
CONSULTANT**

IGA Talent Solutions were delighted to hold our first networking event for transformation and change leaders in London, on Thursday 6th October. The topic of discussion for the evening was “Can Transformation Survive Recession?” and the event was chaired by Mark Epps, Global Media Operations Officer at Denstu.

We invited 15 change leaders from various industries and sectors to discuss and debate the following lively topics:

“WHAT DOES A POTENTIAL RECESSION MEAN FOR INFLIGHT TRANSFORMATION PROGRAMMES?”

“HOW DO WE GENERATE A SENSE OF URGENCY AROUND CHANGE?”

“HOW DO WE SUSTAIN A PROGRAMME AND AVOID CHANGE FATIGUE?”

Due to the diverse backgrounds and sector expertise within the networking group, we found that a lot of the answers to the above questions are very much dependent on circumstance. Public Sector vs. Private Sector, Regulatory Change vs. Organisational Led Change and how business critical is the programme were some of the considerations that needed to be made.

Whilst there are unique challenges in each area of transformation, key themes emerged that proved to be sector agnostic. Recessions aren't new and many companies have managed through downturns previously, so taking note of lessons from the past is an important factor. Although crises can be used as an accelerant for change, uncertainty is the enemy of strategy and a programme can very easily be paused or cancelled altogether in these uncertain times.

“THE ONE CONSTANT IN EVERY INDUSTRY IS THAT DOING NOTHING ISN'T AN OPTION. WE AS LEADERS AND INDUSTRIES CAN'T STAND STILL.”

Following the event, **Mark Epps** added:

“It's always a delight to be in person with a group of talented leaders and change agitators. We live in a world with ever present macroeconomic, social and political dynamics that businesses are navigating.

The one constant in every industry is that doing nothing isn't an option. We as leaders and industries can't stand still. Whilst it doesn't always need to be a big 'heavy' transformation, change, continuous improvement and adapting in your own context is vital for success.”

Transformation continues to take many forms depending on the market sector and there is a perceived dichotomy between having a central transformation team and 'devolving' the work into the business; but it's not an 'either/or' situation. The people

aspect of transformation and change has evolved and is more widely valued.

There is no single formula for how organisations respond to external influences like a pending recession but change always has and always will remain as a constant to drive growth and efficiencies. Surprisingly, not all organisations take a strategic view when making discretionary investment decisions and transformation is not seen as a strategic enabler, more as a cost.

The universal takeaways from the evening were:

- 1. IMPORTANCE OF BUY IN**
- 2. SPONSORSHIP AT THE RIGHT LEVEL**
- 3. ORGANISATIONS MUST LOOK TO EMBED CHANGE AS BAU, NOT JUST AS PART OF A TRANSFORMATION PROGRAMME**



IGA Talent Solutions will be hosting a series of similar networking events in 2023. Our current topic suggestions include;

- **Doing more with less. Prioritisation and strategic alignment**
- **How to put £ on customer satisfaction**

Deep dive on a single topic or aspect of transformation in the form of a case study - with key challenges or a type of people or team intervention.

If you are interested in attending a session in 2023, or suggesting and hosting a topic, we would love to hear from you. Please get in touch with IGA Principal Consultant, **Mark Stanton** directly at mstanton@igatalent.com to discuss future networking events.



IT'S ALWAYS A DELIGHT TO BE IN PERSON WITH A GROUP OF TALENTED LEADERS AND CHANGE AGITATORS. WE LIVE IN A WORLD WITH EVER PRESENT

MACROECONOMIC, SOCIAL AND POLITICAL DYNAMICS THAT BUSINESSES ARE NAVIGATING.
MARK EPPS

THE ROAD TO ACTUARIAL CHARTERSHIP



By Richard Foulds, Lead Recruiter

The Institute and Faculty of Actuaries is about to ask its members to vote on a significant change to their profession. As a long-term partner, IGA was recently asked to provide an independent opinion on the proposals, which were shared with their actuarial members to raise awareness.

Richard Foulds, Lead Recruiter at IGA, who has close to 15 years of experience in the actuarial markets, was happy to share his thoughts on the pros and cons of the proposed new designation for IFoA Actuaries.



Institute and Faculty of Actuaries



NEW TITLE - CHARTERED ACTUARY

In November 2022, the UK's actuarial professional body, the Institute and Faculty of Actuaries (IFoA), will be asking members to vote on adopting a new professional designation – Chartered Actuary.

Through my work in recruitment I speak with a lot of actuaries, either helping them to hire actuarial specialists into their teams, or to look for new opportunities themselves. I like to keep up to speed with changes that are happening in the market; it's important for me to keep on top of key issues, as well as market gossip, and I have a pretty strong understanding of how the market is feeling.

It's fair to say that I've picked up on a fair amount of confusion (and concern) around the new proposed 'Chartered' title, and what it really means within the profession.

And this is completely understandable.

Most of the actuaries I work with – indeed, the vast majority of those accredited by the IFoA – have worked extremely hard, often for five plus years, to achieve the grade of IFoA Fellow (either as FIA or FFA), or Associate, and benefit from the career opportunities that these qualifications give them access to.

I'm often asked the question: "Why do we need this, when we've already got AIA or FIA?"

WHAT IS THE CURRENT QUALIFICATION SYSTEM?

Within the UK actuarial system, qualifications fall into two camps: Associates and Fellows.

Associates are those who have studied to a certain level, accompanied by an accepted level of working experience. They are deemed to meet the international standards for practising as an actuary – Associateship is itself a high professional benchmark within the profession.

Fellows are those actuaries who have studied to a higher level, specialising in certain sectors, and with additional working experience to support this academic achievement. Fellowship is a legal requirement for certain regulatory positions, and is often held by actuaries in senior roles.

WHY IS THE NEW 'CHARTERED ACTUARY' TITLE NEEDED?

Actuaries are predominantly associated with the insurance and pensions

industries. Their training and ability to quantify the various risks encountered within these sectors enables the sectors to exist and thrive. Actuaries have been synonymous with these markets for over 260 years, and most people understand how the qualifications work.

But over recent years, we've seen actuaries apply their valuable skills in other fields, where data analytics and risk management expertise can also have a significant impact. This includes business strategy, data analysis, sustainability, and even retail.

In these areas, there's often less awareness

of the distinction between actuarial grades, or how much expertise and commitment achieving and maintaining an IFoA qualification entails. There is a very real risk of the 'Actuary' title losing its value.

Looking for a long-term solution to this, the IFoA has looked at other industries, and identified Chartered status as an ideal solution for its members – a badge of honour, universally recognised within the UK and internationally, and already in common use across other professional sectors.

"FOR THOSE INDUSTRIES WHERE ACTUARIES ARE A RELATIVELY NEW ADDITION, THEY CAN HIRE WITH THE SECURITY AND PEACE OF MIND THAT A CHARTERED ACTUARY IS HELD TO A VERY HIGH LEVEL OF STANDARD"

It seems odd that it hasn't been introduced before.

WHY HASN'T IT ALREADY BEEN INTRODUCED?

Back in 2018, the IFoA floated the idea of renaming an Associate Actuary as a Chartered Actuary – with Fellowship as an add-on. Unsurprisingly, a consultation suggested a lot of discomfort and push-back among the membership. People were concerned that these proposed titles would make it less clear who was the more qualified actuary, especially in the wider industries, significantly damaging the more qualified 'Fellow' status.

The IFoA responded to these concerns with the current proposal – for two grades called 'Chartered Actuary (Associate)' and 'Chartered Actuary (Fellow)'.

WHAT WOULD MY CLIENTS THINK OF THE CHARTERED ACTUARY TITLE?

The reality is that these new titles won't really change anything.

Yes, it's a change of letters to notice on a CV, but that's nothing new within the

profession – we're all used to seeing actuarial exam modules change, and although it can be a little confusing to start with, it doesn't take too long to get used to this. (I still sometimes find myself translating between the new and old exams – and even older exams (100s, 200s, etc anyone?!)). Plus the profession is littered with new acronyms that need to be decoded – SII, IFRS17, ORSA, ICA, ESG (both kinds), PRA, FRC, YMCA (I might have mixed that one up), etc.

But this qualification will make no difference to a firm's hiring demands. Everything will stay the same, with the same rigorous assessment of education, experience

and skills that the candidate possesses. And for those industries where actuaries are a relatively new addition, they can hire with the security and peace of mind that a Chartered Actuary is held to a very high level of standard. It might just help to open up those tangential opportunities for the actuarial profession – to turn those employers looking for expertise in data modelling in less typical fields away from cheaper, unaccredited, unregulated candidates in favour of expertise with a royal stamp of approval.

Also the IFoA has even made provision for those who don't like the new designation to stick with the old. Whether this adds further confusion is yet to be seen.

WHATEVER YOU THINK – USE YOUR VOTE!

IGA Talent loves being a part of this profession, and we truly recognise the value that all actuaries – Associates and Fellows – bring to our markets. We wholeheartedly believe that the job title of 'Actuary' needs to be protected as a mark of quality, and only held by prestigiously qualified, highly scrutinised and proven professionals. We understand there are arguments on both sides regarding the introduction of the Chartered Actuary titles and whether it will be the 'silver bullet' that achieves everything the IFoA has set out to achieve.

Many members have already made up their mind on the matter – either deeply objecting or keenly in favour. It's clear that there are also many more who are on the fence. Their question is perhaps weighing up the risk to their individual brand with the potential for the wider profession.

All that I ask, and strongly encourage our actuarial network to do, is just make sure that you have your say and use your vote – whichever way you choose.

HIRING CONTRACTORS: HOW TO RUN AN EFFECTIVE INTERVIEW PROCESS

BY OLIVER HOWLEY,
SENIOR ACCOUNT MANAGER



“AVOID THE DESIRE TO ARRANGE FACE-TO-FACE INTERVIEWS. CONTRACTORS DO NOT EXPECT TO NEED TO MEET FACE-TO-FACE”

The Contractor & Freelancer marketplace is an untamed beast compared to the nature of Permanent hiring. Urgent and critical projects might require a team-build at short notice, or specialist Subject Matter Experts for a defined period.

As a business or a Hiring Manager, you have to jump into the market, get what you need, and get out again – quickly.

Sometimes the interview process can be over-thought, unnecessarily long, or just simply too much like a Permanent process.

Here are some of IGA's key observations of what should be considered an efficient and effective process to deliver what you need:

Speed & Efficiency is essential in attracting and closing external contractor hires.

React quickly after CV submissions to maintain peak candidate enthusiasm.

Aim for a 1-stage process where possible: Teams/Zoom call 30-to-60-minutes maximum.

Aim to interview as many candidates as possible from the shortlist. Try to keep options open.

If there is a small question mark around one or two candidates, book a call with them nevertheless to increase your potential available options in your talent pool. **Run 30-minute** calls instead of 60-minutes to **fit in more discussions**. This can help to back up your decision and mitigate loss of any contractors who exit the market.

Avoid the desire to arrange face-to-face interviews. Contractors do not expect to need to meet face-to-face. Some may be actively put off by it and divert their efforts and enthusiasm towards another opportunity instead. The default course of action should be a Teams/Zoom call. This also aides speed and efficiency of process.

Nature of a contractor interview call:

- Aim to run it more like a “briefing call” than a traditional interview.
- Should ideally be a **business discussion** for the project lead to **explain the nature of the project** and their **essential skills/experience requirements**. The candidate should naturally be able to discuss their skills/knowledge/experience, and by this stage these things should mostly be apparent already from the CV review.
- Establish an **understanding of the key deliverables** of the project so the contractor has clarity of their objectives.
- Establish the skills match / bridge gaps where necessary. There is typically less focus on long-term culture fit, given the nature of contractor assignments which are primarily to deliver a short-term skills/expertise requirement.
- Allow questions from the contractor throughout – **make it a discussion that they are engaged in.**
- Closing – understand from the contractor directly when they could be available to start if they are offered.

Be aware of competition. The contractor market generally is incredibly fluid and **candidates are highly mobile**. We must assume that all candidates are being courted by other firms for work. It is typical that a contractor active in the market may interview with 3 or 4 firms at the same time and may receive multiple offers.

Aim to make offers at the earliest opportunity. We have seen situations where hiring managers have waited even just a few days to make decisions on contractors only to ultimately lose them to a competitor. Our advice is to move early and decisively to lock-in offers.

Urgency is key; often the firm that signals its intent first, and **acts quickest with the slickest process**, is the one that **acquires the first-choice talent**.

“SPEED & EFFICIENCY IS ESSENTIAL IN ATTRACTING AND CLOSING EXTERNAL CONTRACTOR HIRES”

10 MINUTES WITH... CHRIS COWEN, HEAD OF ACTUARIAL AT CAPITA



**BY GRAHAM BUTLER,
BUSINESS UNIT
MANAGER**

EACH quarter we thrust one of our clients into the limelight to showcase their current focus, discover market insight, and learn how they go about their business turning the wheels of industry.

In this edition, Graham Butler, catches up with Chris Cowen, Head of Actuarial at Capita, to understand Chris' thoughts on the current Actuarial market and his expectations for the challenges ahead...



HI CHRIS, THANK YOU FOR TAKING THE TIME TO TALK TO US, CAN YOU TELL US A BIT MORE ABOUT YOUR BACKGROUND?

I spent a few years at the start of my actuarial career in a pension consultancy in Bristol, where I qualified. Shortly afterwards I moved to Capita and into insurance and since then I've held a variety of roles across the team, covering transformation, operations and projects. I currently lead our life and general insurance actuarial teams.

WHAT DOES THE TEAM AT CAPITA ACTUARIAL LOOK LIKE TODAY?

Our team at Capita has grown to around 80 over the past few years. Half the team support our operational outsource activity, dealing with complex policyholder queries and managing our clients' products and systems. The other half of our colleagues form a flexible resource and delivery function.

We provide our clients with an agile and cost-effective solution to managing key deliveries, by placing our colleagues to work alongside our clients' actuarial teams. Placements usually last from a few weeks to a few months and help directly on a specific project, or support BAU teams so they can release others to deliver project activities.

WHAT CHALLENGES ARE YOUR CLIENTS FACING CURRENTLY?

Actuarial teams are looking to optimise their mix of permanent employees, interim support, and niche experts for a team that's flexible, resilient to changes and able to deliver effectively. Individuals across the industry are seeking new and varied opportunities both within traditional actuarial roles, but also now exploring wider fields. So, with rapidly changing requirements and demand for actuaries at an all-time high, this can be a real challenge.

It looks likely that the challenge of resourcing actuarial teams will continue for some time and so it's important to maintain access to a range of resourcing and delivery options that offer flexibility and expertise.

WHAT DO YOU ENVISAGE WILL KEEP THE ACTUARIAL MARKET BUSY OVER THE NEXT 18 MONTHS?

There's obviously a lot of focus on IFRS17 right now, and that looks set to continue into next year as processes are embedded and improved. There's also lots of activity around wider transformation as insurers look to enhance their customer experience and make best use of technological advances, particularly around the use of data. Solvency II reforms are also on the horizon and, of course, all of this is being supported alongside BAU activity.

We're looking forward to the IFoA GIRO and Life conferences in November, which will no doubt provide further invaluable insight into the future of our profession. We're sponsoring both conferences and look forward to catching up with many across the industry – and in person for the first time in a while!

HOW DO YOU CURRENTLY PARTNER WITH IGA?

We've always worked with IGA as recruitment partners, rather than simply as a supplier. Peter Knowles, Graham Butler, and their team really understand our business and can therefore match us with great candidates who really fit our roles and team culture.

Alongside this, we also recognise that working together we can offer actuarial teams holistic solutions to the challenges of maintaining an appropriate mix of delivery support, covering recruitment, interim resourcing and managed delivery.

“IT LOOKS LIKELY THAT THE CHALLENGE OF RESOURCING ACTUARIAL TEAMS WILL CONTINUE FOR SOME TIME AND SO IT'S IMPORTANT TO MAINTAIN ACCESS TO A RANGE OF RESOURCING AND DELIVERY OPTIONS THAT OFFER FLEXIBILITY AND EXPERTISE”

“THERE'S ALSO LOTS OF ACTIVITY AROUND WIDER TRANSFORMATION AS INSURERS LOOK TO ENHANCE THEIR CUSTOMER EXPERIENCE AND MAKE BEST USE OF TECHNOLOGICAL ADVANCES, PARTICULARLY AROUND THE USE OF DATA.”

For further information on how Capita and IGA Talent can support your project delivery, please contact **Graham Butler** at gbutler@igatalent.com

MEET ADAM PURCHASE, IGA'S NEW HEAD OF PRACTICE FOR PEOPLE AND CULTURE

IGA's People and Culture (HR) Division provides recruitment services to organisations of all sizes and industry specialities, encompassing businesses in the FTSE 100, through to start-up businesses hiring their first People and Culture role. Our People and Culture practice prides itself on the client and candidate journey ensuring the 'fit' is one that sees all parties excited about the journey ahead!

We're delighted to welcome Adam Purchase to IGA as our Head of Practice for People and Culture. Having worked across the UK and Europe and with expertise in People and Culture search, Adam has spent his career helping to build and shape award winning people teams.

Adam's experience covers a variety of sectors including financial services, retail, insurance, pharmaceuticals and many others, meaning he is well placed to support IGA's client portfolio and to deliver on our vision of becoming the world's most trusted, consultative recruitment firm.

Our Talent Sourcing Manager, [Katie Thompson](#) caught up with Adam to find out more about his career so far and the vision for his new role here at IGA.

“TWO MAIN AREAS SEEM TO BE TRENDING AT THE MOMENT – THE CONSTANT DISCUSSION AROUND ‘CULTURE’ AND HOW TO RETAIN TALENT”

HI ADAM, WELCOME TO THE IGA COMMUNITY. WE'RE DELIGHTED TO HAVE YOU ON BOARD! HOW HAVE YOU FOUND YOUR FIRST WEEK IN THE BUSINESS?

The first week has been engaging! Whether it be introduction calls with other teams in the business, a breakdown of the business values and how these relate to IGA's vision, or a catch up with people I have previously supported, updating them on my exciting move. All in all the first week has been a great start to a successful new People & Culture Practice at IGA Talent.

WHAT IS YOUR BACKGROUND IN RECRUITMENT AND HOW DID YOU GET INTO THE INDUSTRY?

For the past 6+ years I have been solely focused on recruiting the best within the People and Culture space across a wide variety of industries – from FTSE100 organisations to Tech start-ups, and everything in between.

My common theme is I enjoy working with clients and candidates who are continually trying to better the People and Culture space for the businesses they are a part of and the industry as a whole.

Like many it seems, I 'fell' into recruitment – I was introduced to recruitment by a People and Culture specific search organisation and from the first role I worked I knew the People and Culture space was the place for me.

TELL US MORE ABOUT YOUR NEW ROLE AT IGA AS OUR HEAD OF PRACTICE FOR PEOPLE AND CULTURE. WHAT ROLES WILL YOU BE SUPPORTING OUR CLIENTS WITH?

I will be leading People & Culture recruitment across a variety of sectors and industries, delivering assignments within People Functions for both permanent and interim roles. My experience covers a wide variety of HR positions including Generalist, Learning

& Development, Talent Management, Talent Acquisition and Employee Relations roles. I also recruit across a wide range of seniority from C-Suite, VP, Directors and Heads of, through to Business Partners and Senior Managers.

WHAT DO YOU THINK ARE THE BIGGEST CHALLENGES THAT YOUR CLIENTS FACE WITHIN HUMAN RESOURCES AT THE MOMENT? HOW CAN YOU SUPPORT YOUR CLIENTS WITH THESE CHALLENGES AROUND PEOPLE AND CULTURE AND WHAT SOLUTIONS CAN YOU OFFER?

Two main areas seem to be trending at the moment – the constant discussion around 'Culture' and how to retain talent.

Both answers can be found in hiring the right People and Culture Team for your business – this is where I come in, having supported a large number of very different businesses with needs that are never the same, it is about placing the right talent to achieve.

Anyone can find and place someone in a role – the key difference I bring is the understanding of how and what that role needs to do to be successful within the wider organisation. This can be project based, or could be ensuring someone has the right skills and ability to challenge the right leaders to continue to evolve an area of thought (most often it is more than one area)

DO YOU HAVE ANY KEY MARKET INSIGHTS INTO TALENT ACQUISITION WITHIN PEOPLE AND CULTURE (HR) THAT YOU WOULD LIKE TO SHARE.

People and Culture is an ever changing section of a business. This often leads to a level of churn that makes it hard to 'land' programmes/ projects in the long run.

There is currently a higher than average move at the senior level with more Director level individuals moving/ looking for roles at this time of the year than in

the last 3+ years. A great time to open a discussion if this is a level at which you are currently looking to hire as there is some amazing talent currently open to a discussion (if albeit, quietly)

A common theme I am hearing in the market currently is the need for successful people project designers and deliverers – this is focused heavily around both organisational development and effectiveness. A great sign is that a number of these large projects are not focused around reduction of headcount, more so on how to better utilise the workforce a business already has.

TELL US A BIT ABOUT YOURSELF AND WHAT YOU LIKE TO DO IN YOUR SPARE TIME.

To say I sit still would be a lie – I have a very active dog and an even more active husband! This pairing means we are either hiking, running or chasing something (well the dog anyway)!!

In the last year I have also made the move to the dark side of fitness and am trying Crossfit for the first time, which is both fun and challenging in equal measures, with a splash of madness thrown in.

I am originally from NZ and my husband is Italian, so as much as we can, we travel to both countries and as NZ is on the other side of the world it is a great excuse to stop and see other amazing countries on the way.

At IGA we have wide-ranging experience in supporting the People and Culture functions of some of the world's leading businesses. We are able to provide a talent acquisition strategy across the full People and Culture Team, covering Generalist roles and positions within Learning & Development, Equity, Diversity & Inclusion (EDI), Talent Management, Employee Relations and all senior leadership roles across the function.

For more information on how IGA can support you with your talent acquisition needs, please contact Adam at apurchase@igatalent.com

SMART WORKS FUNDRAISING PARTNERSHIP

SMART WORKS FUNDRAISING PARTNERSHIP

IGA Talent Solutions are delighted to announce our fundraising partnership with Smart Works, a fantastic charity that supports women from a range of different backgrounds and age groups into employment. By providing confidence boosting interview coaching, the charity helps women to feel more self-assured and empowers them to start believing in their own ability to succeed.

In addition to one to one interview coaching and support, the charity's clients will have a wardrobe consultation where they will receive high-quality clothing, shoes and accessories to wear for their job interviews and receive further capsule items when they successfully get the job!

EMPOWERING WOMEN FOR JOB SUCCESS

One of our core aims at IGA Talent Solutions is to create and champion diversity, inclusivity and social mobility within our organisation, our clients businesses and society more broadly. We are passionate about helping people from all backgrounds succeed at interview and achieve their true potential and we are proud to be partnering with Smart Works to help them with their aim to support over 10,000 women across the UK by 2025.

“ONE OF OUR CORE AIMS AT IGA TALENT SOLUTIONS IS TO CREATE AND CHAMPION DIVERSITY, INCLUSIVITY AND SOCIAL MOBILITY... WE ARE PROUD TO BE PARTNERING WITH SMART WORKS TO HELP THEM WITH THEIR AIM TO SUPPORT OVER 10,000 WOMEN ACROSS THE UK BY 2025.”

FUNDRAISING AND VOLUNTEERING ACTIVITIES

IGA strives to support Smart Works in a number of different ways including taking part in individual and team sponsorship challenges, hosting fundraising events and working closely with our business partners and clients to support corporate clothing drives for the charity.

Every time we have a new member of the team join us here at IGA Talent Solutions, we make a cash donation to Smart Works on behalf of our new colleague. For every career that begins or progresses at IGA, we are committed to helping another individual get started on the path to theirs.

IGA colleagues also spend time volunteering at our partner Smart Works branches in Leeds, London and Reading. We are proud to support the service delivery as interview coaches, wardrobe and event volunteers.

SMART WORKS COMMUNITY

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IGA FUNDRAISING JOURNEY SO FAR

Katie Thompson, Talent Sourcing Manager at IGA raised £535 for the Leeds branch by completing a series of end to end lake swims in the Lake District over the Summer. This included her first ever marathon swim of Ullswater at 7.5 miles (12km), taking just over 7 hours to complete. She has further chilly swim challenges planned for early 2023.

Huge congratulations are also due to **Garth Davson** in our Change & Transformation Team who ran his first ever London Marathon, raising £210 for Smart Works London. It's an incredible achievement to complete a marathon but the fact he managed to do it after suffering a bout of food poisoning and battling through muscle cramps on the day showed superhuman determination. Well done Garth!

Watch this space for further updates on volunteering and fundraising events from IGA as our regional teams in Leeds, London and Reading will be competing against each other in a series of sponsored challenges over the next 12 months.



HOW YOU CAN GET INVOLVED

If you would like to support us at IGA with one of our fundraising events or corporate clothing drives in Leeds, London or Reading then please get in touch with us at fundraising@igatalent.com.

To find out more about the Smart Works community, please visit their website here: www.smartworks.org.uk

“THE REASON I WAS DRAWN TO SMART WORKS IS THAT IT REFRAMES THE IDEA OF CHARITY AS COMMUNITY. IT'S A NETWORK OF WOMEN SUPPORTING AND EMPOWERING OTHER WOMEN IN THEIR PROFESSIONAL PURSUITS.

THE DUCHESS OF SUSSEX”



TEAM NEWS

BEST AGENCY CLIENT EXPERIENCE TOP 5!

We are delighted to announce that **IGA Talent Solutions** have placed within the Top 5 in the Quarterly Excellence in Experience Awards by Recruiter Insider for the UK/Ireland.

Here at IGA we set out to achieve ambitious goals. Commitment to Excellence is one of our core values and our vision is “to be known for the honesty of our advice, the depth of our market knowledge, and the excellence of our performance.”

Recruiter Insider is an independent platform that allows us to gather data driven insights and unbiased feedback from our clients and candidates in order to measure the effectiveness of our hiring processes. We then use this data to continually improve our service offering and to ensure an excellent experience for our clients and candidates alike.

It's an absolute honour to be in the Top 5 for “Best Agency Client Experience - Top 5!” Well done to the whole of the IGA Team for an outstanding performance this quarter and thank you to Recruiter Insider for the recognition.



NEW JOINERS

OUR TEAM OF PROFESSIONALS HERE AT IGA IS RAPIDLY EXPANDING. A VERY WARM WELCOME TO OUR IGA NEW COLLEAGUES WHO HAVE RECENTLY JOINED US IN Q'S 3 AND 4!



Rebecca O'Carroll,
Change and Transformation Team

Rebecca O'Carroll has joined our growing Change & Transformation team in Cork. Working alongside Mark Stanton, Becca will be supporting recruitment for Change & Transformation roles in Ireland and the UK. With over 7 years' experience as a manager in the charity sector, Becca brings a huge amount of experience and professionalism from her previous roles.



Laura Hill,
IGA Investments

Congratulations to Laura Hill who has recently joined the IGA Investments Team as Candidate Delivery Manager. Laura will support investment advisory, fiduciary management and independent trustee businesses in the UK with their most important executive level hires, working alongside IGA MD James Craven. Laura has varied experience in sales and customer experience management, built across a varied career in financial services and real-estate, in both the UK and USA.



Vishal Patel,
Change and Transformation Team

Welcome to Vishal Patel, another new addition to the IGA Change and Transformation Team. With over 5 years of experience in the market, Vishal will be supporting the team from a talent sourcing perspective. Working alongside Daniel Wright, Head of Change & Transformation, Vish brings a huge amount of passion and experience within the change market.



Elle Banks,
Technology Team

A warm welcome to Elle Banks as the newest member to the Technology Team. Elle has 5 years' experience working with global technology brands and joins IGA as Senior Account Manager.

With key knowledge of Support, Development, Data and Project work, Elle is working across our Tech Division to help strengthen existing IGA relationships and to build new relationships within the sector.



Emily Sergejew,
Change and Transformation Team

A warm welcome to Emily Sergejew who has joined IGA as an Account Manager, also within the Change and Transformation Team. With almost 3 years of recruitment experience and already having an excellent network within the Change market, we know Emily is passionate about recruitment and will play a huge part in IGA going forward.



Adam Purchase,
People and Culture Division

We're delighted to welcome Adam Purchase to IGA to grow and develop our burgeoning People & Culture Division. IGA has always looked to deliver excellence to all of the People and HR functions we deal with, and we're very pleased that with Adam's expertise we can deepen our partnerships and help those HR teams even more.

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@gatalent.com or **Peter Knowles** at pknowles@gatalent.com

TEAM NEWS

WORK ANNIVERSARIES



LANA FUREY

It's been 1 year since Lana Furey joined **IGA Talent Solutions** as Head of Operations, and what a year it's been!

Lana's role here is to help set the business up for it's mission to grow to 100 people, in 5 countries by 2026, and be known as the world's leading consultative recruitment brand.

In just 12 months she'd made a huge different to how we operate and the service we can deliver to clients – frankly, we'd be lost without her.

Congratulations Lana. We hugely appreciate you and all you do for the team.



KATIE THOMPSON

Congratulations to Katie Thompson, Talent Sourcing Manager, who celebrated her 1 year anniversary of working at **IGA Talent Solutions** on 20th September.

Since joining IGA, Katie has made a huge impact in the Contract Team and in the business as a whole. Katie has also taken on the responsibility of delivering IGA's marketing strategy which we are extremely grateful for.

Thank you Katie for all of your hard work and continued efforts in contributing to the success of the business.

IGA's NEW OFFICE

Members of the IGA Team in Leeds were recently interviewed by our office partners at Avenue HQ to discuss our new office design and the flexible working solutions in place.

In less than 2 years we have knocked down a wall, increased our office space from 5 to 25 desks and added enough plants to make David Bellamy proud! You can view our brand new working space [here](#)



Tying the Knot



Our very own Managing Director, **James Craven** enjoyed a **wonderful wedding and honeymoon** in October. With a total of 9 groomsmen, that must be some kind of record! Congratulations to Mr. and Mrs. Craven

Congratulations to Hayley Payne who had an unexpected and lovely holiday surprise when her partner popped the question in September

Best wishes and huge congratulations to Emily Sergejew who got engaged to her partner in October