

INSPIRING GREAT ACHIEVEMENTS

DECEMBER 2021

WELCOME

Hello and welcome to the first 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 take the time to introduce the **IGA Talent Solutions** business with an interview with James Craven (MD), before jumping into some of the most topical issues in talent solutions today: Diversity & Inclusion, the impact of climate change and the War for Talent.

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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JAMES CRAVEN, MANAGING DIRECTOR AT IGA TALENT SOLUTIONS



WHO ARE IGA TALENT SOLUTIONS? WHEN WAS THE COMPANY FOUNDED?

IGA Talent Solutions is a talent advisory & recruitment consulting business, servicing the professional services market, from 4 offices across the UK and Europe. IGA brings a knowledge-led, consultative approach to client's talent problems and places excellent client service and reliable delivery above all else. We put our money where our mouth is and collect feedback continuously from clients and candidates throughout the process, resulting in a Net Promoter Score, so we know how well our people are treating yours.

The company was founded in late 2018 and has since grown to a team of 17, operating across Investments, Insurance, Contract & Interim, Business Change & Transformation and Technology.

WHAT CHALLENGES HAVE YOU FACED SINCE THE INCEPTION OF THE COMPANY AND HOW HAVE YOU OVERCOME THESE?

Perhaps the greatest challenge was managing a relatively new business, that had just hired a bunch of experienced people, through the early days of the pandemic. Thankfully, the underlying markets we work in are robust, we have the security of the Hamilton Bradshaw Group (our investors) and we weathered the storm very well indeed. But what really made the difference was the people and the culture we have in the team. Everyone worked together and supported each other to ensure the business remained profitable throughout. Since the end of the 2020 Summer, the business has been growing faster than ever. The big problem we have today is recruiting great people fast enough, to keep up with the demand from our clients, which is a nice problem to have.

WHAT ARE YOUR AREAS OF SPECIALISM WITHIN THE RECRUITMENT MARKET? HOW HAVE THESE CHANGED SINCE YOU FIRST FOUNDED THE COMPANY?

We started in the Investment & Actuarial markets, which was purely driven by the experience of the founders. The plan was always to expand horizontally across our clients and we've added Contract & Interim, Business Change & Transformation and Technology to our service lines since then. Clients like that they can use IGA across a number of their teams and it aids the partnership approach we take.

WHAT DO YOU THINK ARE THE BIGGEST CHALLENGES FOR TALENT ACQUISITION IN THE NEXT 2-5 YEARS? WHAT SOLUTIONS CAN YOU OFFER YOUR CLIENTS TO HELP OVERCOME THESE CHALLENGES?

- 1. Competition for talent** – With advances in technology and greater access to information than ever before, it is becoming easier and easier for companies to engage with the market place. Buyer behaviour is changing too and the companies that make best use of both changes are the ones most likely to win the war for talent.
- 2. Skills shortages** – The rate of change and constant innovation is leading to a series of skills shortages. For example, if a software language was invented 5 years ago, how do you hire in more than 5 years of experience, without looking at a broader talent pool and porting transferable skills?

3. Multi-generational workforces – We've heard many people complain about Millennials. With Gen Z entering the workplace, now even the Millennials will have management challenges in understanding the younger generations.

WHAT ARE YOUR FUTURE GROWTH PLANS FOR THE COMPANY?

Our plan at IGA is to reach critical mass in our existing markets and be the #1 or #2 supplier for every client we service, whilst adding complimentary service lines in other areas of professional services, built around great people. Whilst our specialisms are clear, our sectors are broad, which means there are a number of ways we can expand. We are growing our Swiss office in 2022 and have plans to expand state-side to capitalise on demand from the United States, which we are currently servicing from our offices UK.

WHAT VALUES ARE MOST IMPORTANT TO YOU AS A COMPANY? HOW WOULD YOU DESCRIBE THE TEAM CULTURE AT IGA?

Our company values are Professionalism, Ethics, Agility, Enthusiasm and Collaboration. The latter two values are incredibly important to us as our team are all recruitment committed and mature individuals. It is not our model to hire and train a volume of graduates each year. Our people are experienced, they're extremely proud of the work they do and how it impacts our client's business performance and they are very driven to achieve results for their clients. They also work together, and that makes a huge difference as we operate as one team rather than a collection of individual consultants. Clients get the value of 17 people, whilst dealing with 1 or 2 and it makes a big difference.

WHAT IS YOUR FLEXIBLE WORKING POLICY AND HAS THIS CHANGED SINCE THE PANDEMIC?

Unusually for a recruitment firm, we have always been very flexible. As our people are experienced, they appreciate the autonomy and control they have over their lives, and we all have different priorities to manage. We haven't had a policy as such, just an understanding that as long as you're doing what you said you're here to do, you can make your own choices on where you work, when you start and finish, and how often you work.

These days, we do like to get people together in the office a couple of days a week, to encourage the collaboration, work on our personal bonds and to have those great watercooler moments, that can often lead to the best ideas.

WHAT IS DIFFERENT ABOUT IGA THAT SETS YOU APART FROM YOUR COMPETITORS?

It's a few things:

- 1. Our culture** – IGA doesn't feel like a recruitment business. We behave like a professional services consultancy and empower our people to make the right decisions for their clients.
- 2. Our knowledge** – IGA only hire people who are true market experts and the team are all experienced. Clients can have confidence in the ability of their IGA Consultant and internally, everyone treats each other as a peer, sharing knowledge and experience across the team.
- 3. Our delivery** – we have a clear focus on delivering for our clients. When clients engage with IGA as a partner, they can be confident we will deliver on the assignment.

WHAT IS YOUR PROUDEST ACHIEVEMENT TO DATE?

It's quite hard to pick as there are quite a few things that I could write here, all of which I'm extremely proud of.

If I had to say I guess it's a moment from a session the team had recently with one of our external coaches. The exercise was to divide into teams and write a list of the things that needed fixing in the business (the issues) and the things that were working well (the good bits). In every team there were far more good bits than issues, and even the issues were the kind of positive issues you need to fix to improve the business. The coach was shocked and commented that it had been a while since he'd seen such a happy, cohesive team. That made me feel very proud.



INSIGHTS TO DIVERSITY & INCLUSION WITHIN RECRUITMENT

Jacqueline Weller, Associate Director

I am often asked by clients “what can we do to increase diversity within our recruitment process and broaden the talent pool?”. We all know that a diverse workforce is key to ensuring competitive advantage, driving change and innovation as well as leading to a happier and more productive workplace. There has been a number of studies over the years by companies like McKinsey & Co, Harvard Business School and Boston Consulting Group that helps provide context to the impact a diverse and inclusive workforce has on innovation and success.

As recruiters and talent acquisition specialists we are at the frontline of these initiatives. So, what can we all do to assist our organisation? I thought I would share from my experience some basic points that might assist on your Diversity & Inclusion (D&I) recruitment initiatives:

- Ensure that all employees have received structured D&I training. We had our annual training last week and it really helps to highlight the role we all play in ensuring a diverse and inclusive workplace, as well as the advantages that diversity of thought brings to our organisation.
- Anti-bias training underpins the D&I initiatives by recognising the different forms of unconscious bias that can exist within the recruitment process and ways to bring more objectivity to selection processes. This can be achieved through different selection techniques, use of diverse interviewer panels, structured competency-based interviewing, ability tests, work sampling and personality profiling etc.
- Ensure that a range of agreed stakeholders are involved in the CV assessment review process not just one person in an organisation to help reduce any possible bias. Also shortlisting against set criteria which has been agreed for the mandate you seek to recruit provides objectivity and consistency.
- Try ‘Blind CV’ assessment by removing personal information which may highlight an individual’s gender, location or school/college/university for example to reduce the possibility of bias.
- Establish a selection panel of interviewers, ensure that your selection team are truly represented by the diversity you wish to achieve and are fully trained to be able to conduct interviews on behalf of the organisation.
- Check with shortlisted candidates whether any reasonable adjustments need to be made and ensure that this is actioned.
- Assessments should be made and scored against criteria set for a role, with each interviewer scoring individually and then subsequently discussing findings as part of the selection panel. Allowing all parties, the opportunity to express their thoughts and opinions on the candidate.
- Ensure your final stage selection pool has a diversity of candidates. Evidenced by a Harvard Business Review determined if the final candidate pool has one minority candidate, he or she is unlikely to be selected but where two or more in the final pool helps for reducing unconscious biases and increasing diversity (known as the “two in the pool effect”).
- Consider the use of Automated Intelligent (AI) technologies in initial screening to automate shortlisting and screening, also bringing more objectivity and consistency – reducing the impact of human bias.
- When advertising a position, ensure that your wording and images do not discourage certain candidates from applying. You want your advertisement to be as inclusive as possible to attract a diverse range of candidates – think

- carefully about the words used, format and the audiences you want to attract. There are several free online ‘Gender Decoding’ tools available where you can drop your advertisement copy into the tool to see if you are using words more attractive/less appealing to male or female audiences. In addition, try to avoid the long ‘shopping list’ of requirements needed to perform the role, consider what are the essential attributes, qualities and skills required for success in the role. Research has shown for example that a woman is less likely to apply to an advertisement unless they meet 100% of the qualifications, men apply for a role when they meet only 60% of the qualifications.
- As with advertising, remember that your job description needs to align to the same guidelines. Remember language used within the specification needs to be gender neutral and inclusive. Ensure that the person profile really aligns to the requirements needed to perform the role and not just a wish list that could disengage with your potential target audience. For example, if a degree qualification is not required to perform a role then why include in the specification, you may prevent a candidate who has all the required experience applying.
- For companies that use third party recruitment partners such as recruitment agencies and screening providers, ensure you are educating your suppliers on your diversity and inclusion initiatives,

- providing necessary guidelines and standards you wish them to adopt and communicate to potential candidates.
- Broaden your recruitment channels to market to communicate to a wider audience and target specific diversity groups to build brand awareness. Think outside of the traditional attraction sites to engage with diverse candidates to build longer term talent pools.
- Engage with external networking forums, membership societies and professional bodies which have diverse memberships and under-represented groups.
- Use activities like careers fairs, industry events, community programmes and wider insight/intern activities to underpin your commitment to D&I.
- Ensure you are promoting your equality and diversity policy and that you welcome candidates from all backgrounds, genders, abilities and ethnicities etc so that this stands out to candidates to demonstrate your organisation’s commitment.
- Set meaningful recruitment KPIs for your inhouse talent team and managers, that tracks how well you are progressing with your D&I objectives. Conduct regular diversity audits on your hiring process establishing your strengths and challenges. Having meaningful data is key to monitoring success within your D&I initiatives.

- Consider flexible workplace policies that allows more flexibility. For example, home working options, condensed hours or flexible working patterns not only will appeal to a wider audience it will also help in your retention of employees.
- Vocalise your D&I achievements and your success stories through your people, testimonials, website and social media channels. Highlight the benefits of working for your organisation. Your employees are your greatest ambassadors.
- Remember diversity is broader than the protected characteristics, it should embrace other considerations like diversity of thought and opinions.

I hope the above provides you with some useful insights to recruitment related D&I initiatives, and that as a recruiter you can benefit from the application of these hints and tips within your recruitment processes to help you on your D&I journey. For further insights on **IGA Talent Solutions** please visit our website www.igatalent.com and if you wish to explore any of the above in further detail feel free to contact me on jweller@igatalent.com



Over 30 years’ in the area of talent acquisition, Jacqueline has the breadth and depth of experience to understand the strategies, processes and pitfalls associated with the full recruitment lifecycle. She is passionate about matching the right person to the right role, ensuring long term success for both parties.

Jacqueline joined **IGA Talent Solutions**, having previously worked as the Recruitment Manager for the Punter Southall Group of companies, where she was responsible for the development and delivery of talent acquisition across the group. In this and her previous roles at CapGemini and onsite at TCA Consulting, Jacqueline acquired extensive experience in multiple sectors, including pensions, actuarial, investment, wealth management, banking, employee benefits, healthcare and IT professional services.

Jacqueline’s expertise spans across in-house, managed service and agency where she’s demonstrated a strong focus on candidate and client engagement.

DID THE COP26 UN CLIMATE CHANGE CONFERENCE PROVIDE ADEQUATE SOLUTIONS OR SIMPLY RAISE MORE QUESTIONS IN RELATION TO SOLVING CLIMATE CHANGE?

IGA Talent Solutions caught up with our Consultant, **Oliver Clark** who specialises in recruiting for UK and international investment markets with mandates on Environmental, Social and Governance (ESG) to get his unique insight into the outcomes of COP26.

WHAT ARE THE CURRENT CHALLENGES FROM AN ESG / CLIMATE CHANGE POINT OF VIEW?

There are several very complicated challenges facing the world now with regards to tackling climate change. Some elements you cannot change, such as overpopulation and reducing the emission of greenhouse gases around the world, however there are some challenges that the world can look at and work towards a solution.

Firstly, there is no universal and clear framework to really measure key ESG principles and if the actions taking place are truly influencing climate change. Around the world to date a lot of capital has been invested into research and development of technology to tackle climate change, such as becoming more reliable on renewable energy sources like Wind Turbines or Solar PV. However, there are no metrics in place showcasing how much of an impact renewable energy is having. Implementation of a clear framework would make sure the capital being deployed is spent in the right areas and is having a true impact on climate change. This might also lead to further capital being deployed in an attempt to tackle climate change as investors will have a clearer picture of how the capital they are investing is having an impact, besides seeing risk and return levels.

Secondly, there is a great divide between global leaders on target solutions to tackle climate change such as prevention of deforestation, methane pollution, greenhouse gas emissions and moving to electric vehicles. Leaders are currently divided when it comes to committing to certain targets and initiatives outlined at COP meetings. Such a large division between global leaders will mean that whilst some countries will make serious strides in tackling climate change, others will continue to have a negative effect on progress, decreasing the overall impact of global climate change initiatives.

WHAT DO YOU THINK ARE THE KEY ISSUES, CHALLENGES AND OPPORTUNITIES THAT HAVE COME OUT OF COP 26?

Following on from COP26 there have been a number of commitments to try and tackle the climate crisis by global leaders including deployment of capital, implementation of a single sustainability standards framework, halting of deforestation and the methane pledge. One of the issues raised by several critics is that some world leaders have committed in the past to a number of policies to tackle climate changes by signing declarations, but little to no change has been evidenced since the last summit. As António Guterres, Secretary-General of the UN has said, "signing the declaration is the easy part, it's essential that it is implemented now, for people and the planet". Moving forward from COP26 it will be interesting to see how different countries demonstrate the commitments they have made at the conference.

In relation to the requirement to establish a clear framework to measure key ESG principles, the IFRS Foundation has established an International Sustainability Standards Board (ISSB) which presents a great opportunity to oversee the development of a baseline sustainability disclosure framework. This will mean that the information provided by firms is comparable across industries and financial markets and will provide investors with a set of high-quality, transparent and comparable statistics to measure the sustainability of firms. Meeting certain ESG principles will be comparable to financial statements which indicate liability and return levels. A sustainability framework will also help to tackle corporate greenwashing of ESG risks and help investors to reach their sustainability objectives by making sure capital is deployed in the right way to truly tackle climate change.

HOW ARE THESE CHALLENGES IMPACTING YOUR CLIENTS?

The big change over recent years is that several of our clients are needing to have some form of ESG offering or be more transparent on how their investments are influencing ESG principles. This in turn has led to the growth of ESG specific departments within consultancies, developers and investment managers looking at either the implementation of policies, developing papers on ESG principles or papers on how a given investment manager is performing against ESG metrics.

Several of the consultancies that we work with need to be more conscious of integrating ESG principles into the solutions they provide to investments such as Defined Benefit Pension Schemes. This could be through the selection of fund managers to looking at how schemes can effectively integrate into their investment strategies. Investment Managers need to be more transparent on how the investment portfolio is impacting certain ESG principles.

WHAT SOLUTIONS DO YOU OFFER TO YOUR CLIENTS?

Within **IGA Talent Solutions** we source and secure the best possible talent for our clients that enriches brands and positively impacts business performance. At heart, our business is people and we pride ourselves in the relationships we nurture with our clients, our candidates and within our own team. Clients often come to us for our service-centric approach, market knowledge and detail orientated style, ensuring we deeply understand their requirements from both a skill-set and cultural perspective.

We specialise in placing mid-senior level candidates across the UK and international investment markets across the following functions: Investments, including M&A

Buy-side and Sell-side, Project/Structure Finance, Capital Raising, ESG (Strategy and Policy Making), Investment Strategy, Manager Research and Asset Management. Partnering with a mixture of consulting firms, asset managers, PE houses, Pension Funds, and Infrastructure boutiques, often on mandates with a Sustainability or ESG leaning.

WHAT OPPORTUNITIES ARE THERE IN THE MARKET?

With a greater focus on tackling climate change globally in recent years, new roles are becoming available that have a Sustainability/ESG leaning for candidates, which is an exciting opportunity for candidates to play an active role in pushing forward to a more sustainable world.

The biggest change, as mentioned above is to do with ESG research, policy making and reporting, where more businesses from a principal or consultancy capacity need to provide investors with transparent information on what the key topics of ESG are and how given investment strategies/investment managers are performing against key metrics. Therefore, more opportunities across research, strategy/policy making and reporting need to be filled to support with transparency of ESG matters to the outside world and implementation of key principles moving forward.

More opportunities for investment managers are opening up within the Clean Tech space, looking at developing markets. It is not just developed economies that are investing heavily in Clean Tech as there is also a serious push across developing parts of Asia and Africa. Renewable energy projects such as Solar PV or Onshore Wind are either currently being built or are already operational across these two continents. There are more opportunities for candidates

with strong backgrounds across Capital Raising, Project/Structured Finance and M&A within developing markets to move away from Infrastructure or Conventional Power to more sustainable investing, such as water treatment or renewables.

WHERE DO YOU SEE THE INDUSTRY HEADING IN THE NEXT 2-5 YEARS?

With there being such a big push towards a more sustainable world and the tackling of climate change, I believe there will continue to be growth in the market as more ESG centric roles become available relating to policy making, strategy, reporting or pure investment roles. We can already see a big shift in the investment world as candidates are looking for an ESG/Sustainability angle in their new roles and clients are adapting their role requirements to focus more on ESG and sustainability factors.

Our understanding of key ESG principles and metrics is always growing and changing due to more research and data becoming available. I believe this will lead to the creation of new types of roles within investment markets to tackle new aspects of ESG as they develop. There will also be greater evolution of different forms of Clean Tech moving forward, which will open new areas for investment or to measure ESG principles/metrics against.

HOW ARE MARKET CONDITIONS IMPACTING TALENT ACQUISITION?

I believe there is an even push from candidates and clients looking for ESG/Sustainable aspects to a given role across different functions. This is mostly due to there being a greater push by everyone wanting to be a part of the transition to a more sustainable world, but also realising you can get good returns with lower risk than first expected. For

example, investing into renewable tech can generate strong returns at lower risk.

I also believe there is an increase in the variety of roles available in the current market compared to a year ago as more reporting and policy making roles are being created. More individuals can now move into a role with a Sustainability/ESG leaning as more skill sets are becoming transferable.



Oliver specialises in placing mid-senior level candidates, across the UK and international investment markets. His clients are a mixture of consulting firms, asset managers, PE houses, pension funds, and infrastructure boutiques, often on mandates with an ESG leaning. Investors are increasingly applying non-financial factors as part of their analyses when identifying material risks and growth opportunities.

Before joining **IGA**, Oliver specialised in the sustainability sector for an international executive search firm, placing candidates in several countries.

If you would like to discuss your recruitment requirements with Oliver, please contact him at oclark@igatalent.com He would love to hear from you!



THE WAR FOR TALENT IN THE ACTUARIAL RECRUITMENT MARKET

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 HAVE BEEN THE BIGGEST DIFFERENCES IN THE RECRUITMENT MARKET PRE AND POST PANDEMIC?

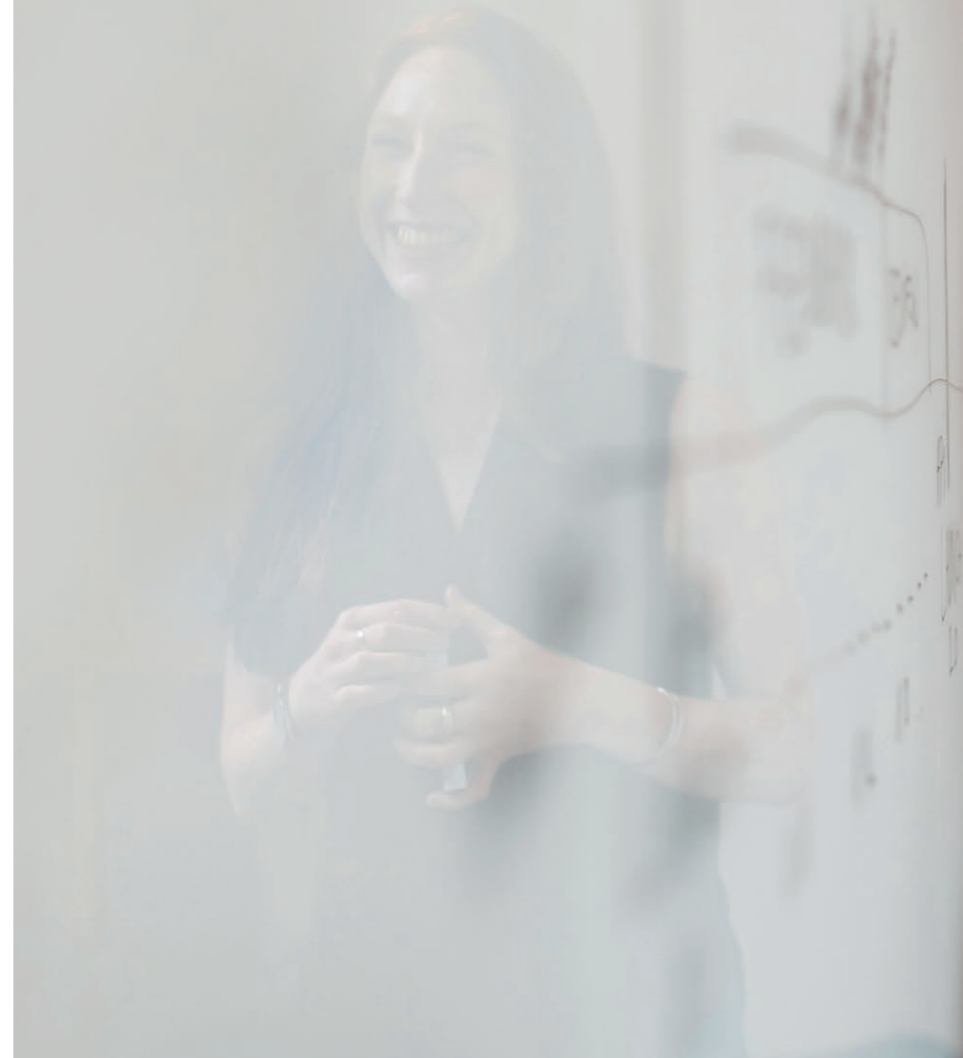
- Talent has in some ways divorced “corporate brands” and candidates are re-evaluating their personal and professional priorities leading to changes in the employer/employee relationship. Most candidates are looking for an improvement in wellbeing, flexible working and work life balance. The market is referring to the ‘great resignation’ that is predicted for companies that do not accommodate,

although many firms are struggling with resourcing challenges which conflict with their ambitions around wellbeing.

- Every insurer in the market is recruiting for actuaries and given the re-emergence of the ‘shortage of talent’ into the marketplace, counter offers and competition for quality candidates is rife. More time is needed to ensure the most attractive offer is made whilst ‘courting’ to secure talent both during and post offer.
- There is a good opportunity for speed and agility to get candidates through selection process given the advent of

video interviews. Although considerations need to be made to ensure culture is not removed from the process as employers need to recognise the first impression of visiting an office has been removed in virtual interviewing. Hiring managers need to be better trained and equipped to convey the Employer Value Proposition (EVP).

- Candidates can explore opportunities more easily than in the days when a half day or full day holiday was required – this has led to people window shopping and gaining multiple offers making the war for talent more competitive.



WHAT WOULD BE YOUR KEY RECRUITMENT TIPS FOR THE ACTUARIAL RECRUITMENT MARKET?

1 Recruit for “talent” and not vacancies

A large number of the actuarial vacancies are highly specialised and thus there is a small talent pool of candidates who have the requisite technical skills. By recruiting for high calibre actuarial talent rather than a niche skill-set, the pool of candidates becomes much broader. This requires an investment in training and development, but bright actuaries learn quickly and there is a medium-to-long term investment return.

We have previously employed this strategy during high volume recruitment campaigns (notably Solvency II and during closures/relocations). Once we had sourced a high quality actuary, then a 30-minute introductory call was facilitated with a member of the actuarial SLT to

discover the best match to a relevant vacancy internally and interviews were then arranged with the hiring manager.

2 Recruit from other actuarial specialisms, such as Pensions

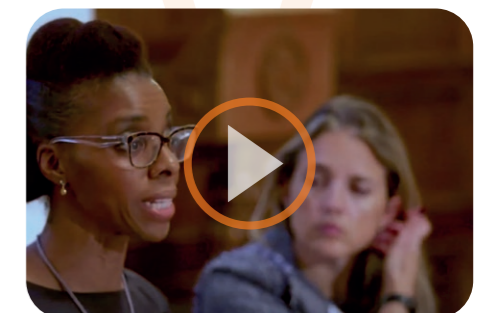
The transition from being a Life Actuary to a Pensions Actuary is a well-trodden path but does require a time investment in training and development around technical skills and regulatory knowledge. There is an availability of high calibre actuarial talent in the Pensions market and employers should look for value in the competency and stakeholder skills of individuals.

3 Recruit Careers Returners back into the profession

This is an important topic for the Institute and Faculty of Actuaries (IFoA) given the far higher drop out rate of female actuaries than male actuaries during their career. A returnship scheme would demonstrate commitment to being an inclusive

employer of choice and have broader benefits. This could even be achieved by a more thorough induction programme for FTC joiners, as career returners will be interested in a 12-month contract and are often available at short notice. There is also a strong commercial argument vs. hiring a day-rate contractor.

IGA Talent Solutions ran a campaign and live event with the IFoA around career returners which you can view [here](#)



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!

IGA TALENT SOLUTIONS ARE DELIGHTED TO ANNOUNCE GARTH DAVSON HAS JOINED OUR CHANGE AND TRANSFORMATION TEAM



Garth has joined as a Principal Consultant and will play a key role in developing the global change business alongside our team head Daniel Wright.

Garth has a wealth of experience within the change and transformation market where he has consulted for a number of global clients and built key relationships in this space over the past 5 years.

Katie Thompson, Talent Sourcing Manager at IGA caught up with Garth to find out more about him and his first week in the business.

HI GARTH, WELCOME TO THE IGA FAMILY. WE'RE DELIGHTED TO HAVE YOU ON BOARD! HOW HAS YOUR FIRST WEEK BEEN?

Thanks so much Katie. It's been a brilliant first week and have really enjoyed meeting some of the team up in Leeds. Obviously, there is a lot to get used to with the new systems and processes etc but I've really enjoyed how welcoming everyone has been and am looking forward to the weeks ahead.

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

I've always worked in the change and transformation market having started there about 4 and a half years ago at my previous company Annapurna Recruitment. I got into recruitment through a really good friend of mine who used to work there. He convinced me to come for an interview when I started looking for a job and the rest is history.

WHAT ATTRACTED YOU TO JOIN IGA TALENT SOLUTIONS? WHAT IS DIFFERENT ABOUT IGA THAT SETS IT APART FROM OTHER RECRUITMENT AGENCIES?

After what has been a stressful year or two, I really felt like I needed a change and I liked the sound of what IGA was about. I really liked the flexibility and autonomy that IGA provide its staff with and the opportunity to work from anywhere was

really appealing to me. Obviously, the opportunity to join up with a good friend in Dan Wright, whom I've worked with previously also helped me in my decision.

WHAT AREAS OF RECRUITMENT DO YOU SPECIALISE IN? WHAT DO YOU ENJOY ABOUT RECRUITING INTO THESE AREAS?

I specialise in business change and transformation, both from a contract and permanent perspective. Roles can either be related to people change, process change or technology change. I really enjoy how there are so many areas within 'change' that you can get to know and learn about. I find it so interesting how different businesses can often use the same, or a completely different approach, to tackle what can often be the same challenge that their respective organisation is facing.

WHAT DO YOU THINK ARE THE BIGGEST CHALLENGES THAT YOUR CLIENTS FACE WITHIN CHANGE AND TRANSFORMATION AT THE MOMENT? HOW CAN YOU SUPPORT YOUR CLIENTS WITH THESE CHALLENGES AND WHAT SOLUTIONS CAN YOU OFFER?

This is a tricky question as the world is changing each day so the different challenges that organisations face are also changing. One thing that is difficult is retaining top talent as people all want such different things now, as our lives have changed so much in various ways

due to the pandemic. Not only that, but maintaining your team/company culture is so important, so I like to really get to know my clients so that I can tailor my searches to make sure they get the perfect people to help them achieve improved organisational performance.

TELL US A BIT ABOUT YOURSELF AND WHAT YOU LIKE TO DO IN YOUR SPARE TIME. YOU'RE ORIGINALLY FROM SOUTH AFRICA. WHAT BROUGHT YOU OVER TO THE UK?

I originally came to the UK on a gap year as I wanted to experience life in a different country and combine that with playing cricket. The UK was an obvious choice as my parents are British and therefore, I was fortunate to be born with a UK passport. One gap year after school suddenly turned into 10 years living abroad and I've never looked back, although I do try and visit family in SA each year if I can.

In my spare time I really enjoy being outdoors, hanging out with friends or playing sport. I still play cricket during the summer and am captain of my local cricket team in the Home Counties Premier league which keeps me pretty busy. If not cricket then it's golf, tennis or watching rugby.

Thanks Garth, welcome to the team!



TEAM NEWS

IGA BIRTHDAYS IN NOVEMBER

A HAPPY BIRTHDAY TO OUR CONSULTANTS:



GRAHAM BUTLER
turned 40 years old



OLLIE CLARK
turned 25 years old



RICHARD FOULDS
turned 41 years old



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



A FOND FAREWELL TO HANNAH YATES

After a number of successful years within the business, sadly, it is time to say farewell to Hannah Yates, our Operations Executive.

Hannah has decided to take some time out of recruitment to pursue a PGCE for 3-7 year olds at Leeds Beckett university which is a really exciting time for her.

After 2.5 Years working for IGA Talent, Hannah was first hired as an Executive Assistant to assist our Managing Directors, Peter and James. Over time Hannah's role progressed into Operations and she became an integral part of the business.

We are extremely sad to see Hannah leave us on a day to day basis, however we are very fortunate that she will still be

on hand to work flexibly for IGA during the holidays and whenever she sees fit!

From all at IGA, we want to say a huge thank you for the hard work and dedication that Hannah has put in during her time with the business. We know she will become an incredible teacher and we wish her all the best over the next year whilst pursuing her PGCE.

Thank you Hannah and we look forward to working with you again soon on some exciting projects we have in store!



WELCOME TO THE TEAM HAYLEY PAYNE

IGA welcome Hayley as the newest member to the technology team. Hayley has 3 years' experience working within the Technology market where she has focused on the Support and Infrastructure industry.

With key knowledge of Development, Network Security and Project work, Hayley joins IGA as an Account Manager working across our tech division to help strengthen

our existing relationships and to build new relationships within the technology sector.

Hayley will be a fantastic addition to the Technology team, and most importantly to the business. We look forward to seeing Hayley grow in her role and we are grateful she has come on board to join us on our exciting journey.

Welcome to the IGA Team!

INSPIRING GREAT ACHIEVEMENTS

DECEMBER 2021

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

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