





An introduction to Freshfield Services

Founded in 2003, FGS is a highly respected IT Executive Search firm working within the following Industry Sectors:

- **Cloud Services**
- **Advisory**
- **IoT**
- **Security**
- **Digital Transformation**
- **Integration & Professional Services**
- **BPO**
- **Information Technology Services**
- **Business Consulting**

The Freshfield team have led successful industry careers and afford a wealth of resourcing experience. Their outstanding track record has enabled the business to create long-term partnerships with a wide range of global customers including Fujitsu, Box and Capgemini. Our consultants, who pride themselves on their unique industry insight, have created an exceptional community of talent which also represents a healthy diversity balance.

We leverage this extensive network, intimate sector knowledge, rigorous methodologies and relentless determination to successfully deliver on our promises, time and time again. We work hand in hand with key stakeholders to develop a thorough understanding of their resourcing need, utilising our highly motivated research team to identify a relevant and qualified pool of potential candidates. We then work closely with clients and candidates throughout the process, managing and aligning expectations whilst maintaining absolute focus on outcome.

Situated in the heart of Wokingham, Freshfield is the resourcing adviser of choice for clients seeking the talent necessary to achieve their business ambitions.

The Freshfield Five Pillars



Honesty

We maintain a close working partnership with both clients and candidates throughout the resourcing process providing honest and open feedback to both parties. Whatever the outcome we strive to ensure a positive and brand enhancing experience each and every time and our refreshingly candid approach explains why both clients and candidates choose to work with us on a long term basis.



Quality

We work closely with key stakeholders to develop a thorough understanding of the resourcing need and utilise our highly experienced research team to identify a relevant and qualified pool of quality potential candidates. We advise clients and candidates throughout the process, managing and aligning expectations and maintain absolute focus on delivering a quality experience to all concerned. Our focus is on quality in all we do and that's a value which runs through the heart of the company.



Focus

Our world class research capability combined with our industry experienced consultants and relentless project focus ensures that we 'leave no stone unturned' in delivering on our promises to both client and candidate.



Passion

Ultimately, we recognise that as important as our first four pillars are, without empathy, passion and insight we would struggle to attract the best candidates on behalf of our clients. These key 'soft skills' are now part of the fabric of our business. We see our primary strength and our difference being embodied in these skills, powerfully underpinning our ability to consistently provide outstanding talent to our clients.



Professionalism

Our in-depth understanding of our clients and their markets affords us the professional recognition necessary to attract the highest levels of talent to each resourcing project. We leverage our in-depth sector knowledge and outstanding customer service ethos to deliver a professional response time and time again. Our Clients and our candidates are extremely important to us which is reflected in our attention to detail, integrity and discretion.



Our client process

Critical Hire Sourcing (CHS)



When we undertake a search assignment we apply rigorous process

THE PROCESS

We work in partnership with our clients to develop the search strategy and to produce a role specification document which incorporates the very essence of the role we are tasked with. This document highlights not only the key functional requirements but perhaps more importantly, the attitudinal and behavioural needs, the organisational challenges, the career opportunity and current and desired state. These components are knitted together to create a compelling and enthused specification and attraction document. Experience has shown us that such a document is not only critical to gaining the initial interest of the very best talent but also of protecting and potentially enhancing your brand image as an employer. Core to our success is our highly regarded articulate and committed research team who afford significant experience in our key markets. Experience which spans both sector and functional level requirements. The quality of this research capability is undoubtedly one of the most critical factors to the successful outcome of complex resourcing projects. From initial search strategy formulation through to successful appointment and beyond, we strive to deliver value.

IDENTIFY

Target organisations are mapped and potential candidates identified. All projects are allocated a dedicated researcher who will attend the briefing meeting with a Managing Consultant and provide their undivided focus throughout the research phase. It is this emphasis on original analysis and our focus on market research rather than outdated databases or the more recent reliance on business job boards that ensures we always deliver.

ENGAGE

Identified candidates are approached and qualified through a 20-30- minute telephone interview.

ATTRACT

Qualified individuals from the 'Engage' stage are contacted by the Managing Consultant, this is the first real opportunity we have to fully present the role, its challenges and opportunities and to begin to engage with suitable individuals. This is a critical stage in the process where we do not share the name of the client until we are convinced of significant motivation for the role. Short listed individuals from this process are sent a copy of the specification and attraction document in preparation for the face to face interview stage.

ASSESS

Each telephone qualified candidate is the subject of a face to face interview which, if required, is complimented by an on line psychometric assessment. We additionally carry out an informal and very confidential reference assessment via our extensive network. Individuals who successfully complete this detailed and rigorous process are presented to the client.

OFFER & POST PLACEMENT CARE

We develop very strong and trusted working relationships with both client and each shortlisted individual throughout the resourcing program. The candidate relationship is particularly critical in ensuring our ability to address the increasingly common 'buy back' strategies at work in

highly competitive market conditions. The development of these relationships is continued into the employment stage to ensure that candidates are successfully and effectively integrated into the business.

The benefits of this proactive and continuous focus on retention and performance are proven and explain why we continue to work with clients on a long term basis.



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