

Going Up In The World!

Resources Group is pleased to announce a new addition to the Melbourne team - Melanie Gray, plus an office move from the first floor in our block in Little Collins Street to an office twice as big on the 11th floor (all contact details remain the same). Melanie joins Greer Benson and Alice Hope focussing on market research appointments for Australia, New Zealand and Asia Pacific.

Comments Greer Benson: "Melanie joins us at an exciting time. We have had a great response from candidates and clients in the last year and have been overwhelmed with vacancies across Australia and Asia Pacific."

"Melanie's joining will enable us to give clients and candidates alike an even higher degree of service and expertise to both agency and corporate clients and will also

enable us to manage more vacancies across a broader spectrum of specialisations".

To find out more about our services and vacancies please visit www.resourcesgroup.com.au or contact the team at:

Resources Group

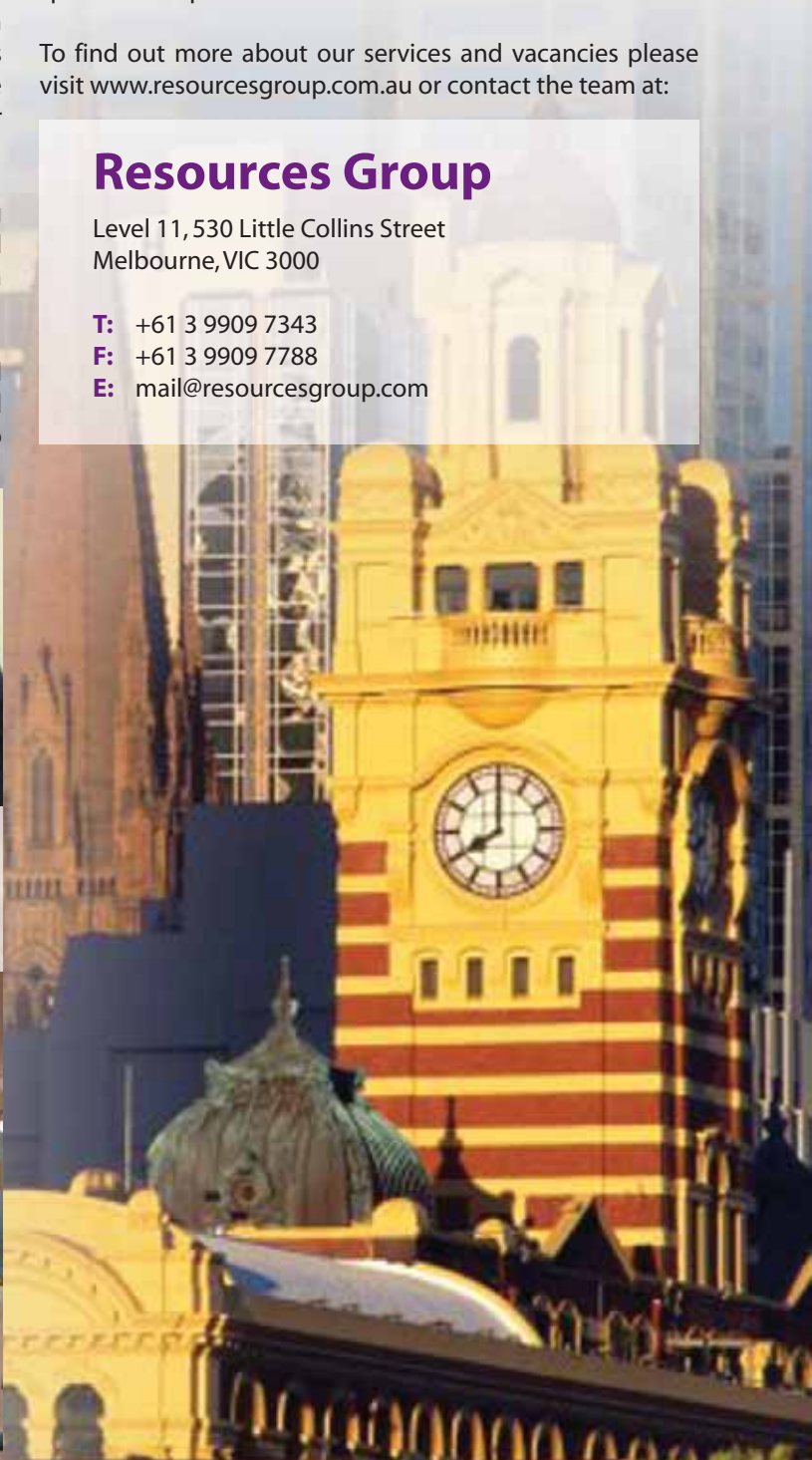
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The Australia & Asia Team

Left to right: Julian Hadfield (on secondment from the London office)
Melanie Gray, Greer Benson and Alice Hope.



Appointments & Promotions



Claire



Catherine

Resources Group are pleased to announce the following appointments and promotions in London:

Claire Wheaton joins as a Consultant focusing on Public Sector assignments, including Research, Policy and Analysis.

Catherine Stirling and **Nazareth Tekeste** have been promoted to Senior Consultants in the Research Agency and Insight teams respectively.

Hannah Cook moves within the business to join the Research Agency team.



Nazareth



Hannah

Headhunters - Money Well Spent Or Down The Drain?



Demand for good staff is as high as ever and as a result there has been a rise in recruiters offering “headhunting” services. However, can they really deliver in such a market? Mixed feedback from a number of employers who are left wondering what they are really paying for brings into the equation whether it’s worth the extra cost.

Headhunting in its truest form is an accepted method of recruiting at the most senior echelons. In the research sector it is typically undertaken by those recruiters who operate **outside** the market research industry and therefore not tied by any conflicts of interest through contracts/relationships with other employers.

However there now appears to be a rise in agencies offering “headhunting” assignments, often with an upfront fee, but where there may also be a conflict of interest or a limit to those companies they can actually target, therefore limiting the range of candidates.

Surprisingly there have also been reports from employers where their own staff are themselves being targeted for other organisations, by the very same “head-hunters” they have engaged for their own recruitment! This has put many so-called “head-hunters” under the spotlight and many employers are calling into question whose side their supplier is on and whether it really is money well spent.

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Headhunters - Money Well Spent Or Down The Drain?

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While headhunting in its proper context undertaken by a professional "outsider" does have its place in the recruitment toolbox, the following questions may help those employers who are selecting a "headhunter" make the right choice and not be left disappointed:

1. What conflicts of interest do you have?/Are there companies you cannot approach?

This is essential for you to know if you are parting with an "upfront" fee on the promise of success, as you should have full market coverage!

2. Are the candidates provided truly headhunted, or already registered with you?

Important to know as a database search is far cheaper than headhunting and this saving should be reflected in the fee! You could also verify this by asking an interviewee how they heard about a role!

3. Am I tied in with unreasonable terms?

Some "headhunters" may ask for exclusivity which in itself is not unreasonable if they are putting the work in, but this should be for a limited and reasonable time (usually no more than 4-6 weeks). However, we have heard from some employers in the industry that there are also 'penalty' charges where the headhunter fails to deliver the right candidate yet still tries to make a further charge if the client sources the right candidate elsewhere. Always ask the headhunter, therefore, what are the restrictions - after all the priority is to find the right individual and this should not be hampered by unreasonable or restricted terms - and scrutinise any "small print."

4. "Have you ever or would you ever cold-call/head-hunt our/my staff?"

Important that you know the ethics of your would-be supplier! If in doubt, leave them out!

5. What guarantees do you give? Is there a rebate schedule if a candidate should leave?

Headhunting rebates should usually be longer than "standard" rebates due to the extra cost.

6. What are the charges/payment structure?

Some agencies may ask for an "upfront" charge to cover initial costs. This is not unreasonable, but should be only be nominal. Some recruiters are asking for a third up-front and may then ask for a "stage 2" charge for the delivery of a shortlist. However, this up-front charge does not guarantee success and employers can sometimes be left with paying over 50% of the recruitment fee, without having even offered or interviewed an applicant!

If the answers to the above questions stack up well, then the chances are that the supplier may well be able to deliver, but if not all can be answered to satisfaction, this may hamper the true effectiveness of the search and leave the employer out of pocket and disappointed.

Resources Group is a non-headhunting recruitment firm which has always believed that a good opportunity well-marketed will always generate a suitable response. It is those companies who are seen as "destination employers," who have a high and positive profile in the industry, who are often the most successful at recruiting staff.

Resources Group has also produced two reports "Are you a destination employer" and "Does your job spec do your company justice" to help employers in this regard. They are free and immediately available (please email info@resourcesgroup.com to obtain further copies).

The overall message therefore to employers is: **be selective**. Try to find out a little bit more about the working practices of your supplier - after all, quality standards in recruitment, as with many services, are ultimately defined and influenced by the end user.