

Douglas Jackson E-Brochure



IDENTIFY



ATTRACT



HIRE.

Raison d'être

We deliver a professional, trusted and transparent executive search service to identify, attract and hire the right skills to help you define, design, develop, transform and lead your customer offering.

We are constantly looking for ways to improve our network and develop our proposition for our clients. To help you grow and achieve your goals we will work closely with you to source skilled, experienced talent who can take your business to the next level and deliver a differentiated brand experience.

From Executive Search to Contingency
Recruitment, Industry Advice and
Benchmarking, we're your

Best
Recruitment
Resource



Why We Are Your Best Choice

We are trusted Consultants in our industry with an outstanding reputation for quality, and are Preferred Partners to many award winning, FTSE 100, FTSE 250 organisations, as well as to private equity backed and privately owned businesses.

The Executive Search Consultants at Douglas Jackson are mature, experienced business professionals, dedicated to recruiting exclusively for Executive Board, leadership and management positions across the customer, employee and experience landscape.

Our Search Consultants are proven industry managers and Company Directors with over 80 years' worth of recruitment experience, the majority of which have been focussed on sourcing and selecting executive and senior level talent for customer, employee and experience focussed positions.

The biggest impact
on business growth
or decline is effective
leadership and
management
(McCrindle).

Over half of
employers feel they
are better people
managers than their
Manager or Director
(CIPD).

Customer and Employee Experience Is A Brand Differentiator

Customer Experience is everything your customers see, feel and experience about your business and brand. This is why our offering goes way beyond the traditional customer service, or contact centre operation. Employee engagement is proven at delivering a better customer experience and enhanced performance.

When your employees are engaged, they don't just become "happier" – they become better performers. 'Gallup'

78% of companies will try to differentiate through customer experience. (Econsultancy/Adobe)

Douglas Jackson are at the forefront of the customer evolution. We are proud to have partnered with many organisations as they develop their operational, experience and customer strategies, delivering transformation, digital, tools and technology programmes and placing leaders, Directors and subject matter experts who have improved their customer, employee and product/service offering to revolutionise how they do business with, acquire and retain their customers and provide a great place to work for their colleagues.

We help some of the world's leading brands and blue-chip organisations, as well as start up and private equity backed companies to identify the key skills, experience and ultimately the 'right fit' for your business.

Search and Selection That Partners Your Business with Exceptional Talent

Our approach, culture and people are different and that makes all the difference.

Identify...

The best recruitment resource to find **'the right leader'** for Executive, managerial and skilled practitioners for strategy, operations, sales, customer experience, service, transformation, insight, planning and customer contact talent



By challenging traditional practice and out-dated models of recruitment delivery and pricing, we can bring a fresh, proven and successful approach to executive search.

For retained searches we use a digital, award winning tool which delivers; job and behavioural profiling, video interviews, or assessments, competency question response, market benchmarking.

It isn't about just matching the right skills and experience; Utilising the tools offered through Douglas Jackson Search, we will work with you to identify a short list which is already a proven behavioural, as well as skill match.

Our Service

We are a niche market specialist Executive Search provider, committed to providing you with the highest calibre talent and right fit for your organisation.

All of our time is dedicated exclusively to developing our connections and to networking with Executive Directors, leaders, senior managers and subject matter experts, who are focussed on creating, directing and leading your operation; improving your performance, designing and developing strategy, driving customer experience, sales, acquisition, loyalty and retention, creating customer insight and analysis, engaging your employees, delivering change, programmes, CRM, customer service, or customer contact operations.

Attract...

The cream of the crop. Executive, managerial and skilled practitioners for operations, customer experience, strategy, insight, service, sales, planning, transformation and programmes to drive your business forwards...



With coverage across the UK and internationally, we can help you find the very best talent available for mid to senior management, Director and Executive Board appointments, on a permanent, or fixed term contract basis, who are focussed on improving your strategy, customer experience, programmes, transformation, sales, service, planning, analytics, or customer operations. Roles and disciplines that we recruit for include, but are not limited to:

- Chief Customer Officer
- Operations and Strategy
- Sales, Acquisition, Retention and Loyalty
- Customer Experience
- Digital, Omni & Multi Channel
- Customer Service and Contact Centre
- Change and Transformation
- Customer Insight and Business Intelligence
- Programme Management
- CRM, WFM, Telephony and Tools.
- Customer Success and Client Services
- Resource Planning, WFM, Workforce Management and Capacity Planning
- Analytics and Big Data.

Only 41% of employees and 30% of managers believe that customer service is highly valued by other functions in their organisation (ICS)

Our Consultants have proven experience supporting a wide range of vertical markets including Finance, Fintech, Banking, Insurance, Insuretech, Digital, Telecommunication, Utilities, Retail, E-commerce, FMCG, Consumer Goods, Online Gaming, Business Services, Consultancy, Technology, Manufacturing, Logistics, Construction, Facilities Management, Not for Profit, Housing Association and the Public Sector.

"I am very impressed with Hannah at Douglas Jackson. She is probably the most professional and competent head-hunter I have worked with. She consistently demonstrated dedication and professionalism in her support and advice. Hannah had a perfect understanding of the role, and was able to translate it into effective interview preparation. She is serious about her work and an extremely good communicator who works to support both the client and the candidate. Highly recommended!" Ralf, Global Consumer Brand, Director of Customer Experience, Europe

Our Process

Our goal is to work with our clients in true partnership and as a subject matter expert throughout the entire search process.

We tailor our approach to each campaign and assignment, always striving to exceed your expectations to deliver a smooth and thorough process. As your chosen search partner we dedicate significant time with you to understand your business, customer, culture fit and the experience required. We will then work tirelessly with you to identify and select a meaningful shortlist of candidates which offer the best fit for your needs and ambitions. Our process involves:-

- Meeting with you to establish your priorities and search profile
- Developing a search strategy
- Producing a long list of potential talent
- Attracting, evaluating and interviewing candidates
- Psychometric assessment of potential shortlist candidates
- Presentation of best fit shortlist for interview
- Interview management
- Offer negotiations
- Successful completion of the search to actual candidate start
- After care interviews with client and candidate

Hire...

Forward thinking Chief Customer Officer,
Operations, Strategy, Experience, Sales,
Transformation, Planning, CRM and Insight
Directors, Managers and skilled professionals to
differentiate your brand and business



Industry Leading Results

Due to our remarkable dedication, commitment and extensive understanding of our market place, we have amazing results with our retained search campaigns. We currently have a success rate of over 90% (industry average is 70%)*. Douglas Jackson Search offers:

- Cutting-edge job profiling and behavioural assessments
- Attracting high quality passive candidates to your business
- Comprehensive candidate introductions
- Substantially increases the accuracy of your senior appointments*
- Raising the success, longevity and retention of your hires*
- Reducing costs
- Reducing the time taken to hire
- Reducing risk
- Access Anytime Anywhere.

[Watch the Douglas Jackson Search Video here.](#)

Our Promise

We will deliver a service which connects you to the best talent available in the market.

We offer a 12-month guarantee for users of the Douglas Jackson Search methodology.

As your Executive Search partner, we will deliver all elements of your campaign and commit the resource, time and exceptional effort to effectively source the very best talent in the market.

We promise open, regular, transparent and honest communication always.

***96% of new employees recruited using the Douglas Jackson Search methodology are with the same employer after a minimum of 12 months.**

We help you:

Direct your Strategy. Design your Experience. Deliver you Service.
Direct your Operation. Develop your Process, Tools and Technology.
Define your Planning and Analytics. Deliver your Sales and Service.

Differentiate your business and brand.

Join in the
conversation
and access latest industry thinking

Our consultants attend numerous industry events, judge and network with industry leaders and subject matter experts, to keep ahead of our market and know what good looks like. **Contact us and see what we can do for you.**



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“As someone associated with the Customer Service industry for 20 years, I have no hesitation in recommending Michelle Ansell and her colleagues at Douglas Jackson. They themselves provide excellent customer service to all their customers (individuals and companies) meeting and exceeding customer expectations. Most of all, I am impressed by their attitude of doing the right thing for both recruit and recruiter irrespective of short term gains that might arise from doing otherwise.”

Don, Managing Director