

CASE STUDY

**DIRECTOR OF QUALITY- FTSE
100 TELCOMMUNICATIONS**



DIRECTOR OF QUALITY

Search Details:

We were approached by the Lead Resourcing Business Partner as they considering a couple of potential new roles within the business to deliver the strategic vision and direct a large scale 1000 + FTE operation.

The role would take full end to end responsibility for a significant business operation which needs to undergo transformational change to achieve a completely overhauled service.

There were a number of issues across the estate in terms of their customer service delivery, process and regulatory element and they needed to hire a proven, experienced telecommunications professional who could develop and define the complete strategy and bring all the right process, tools, tech and people in to place to realise much improved service levels, performance, efficiencies and a reduction in complaints.

Client: FTSE 100 plc Telecommunications

Role: Director of Quality

Location: UK Nationwide

Pacakge: Six figure plus with bonus and package

Requirements:

- Previous experience within a customer focussed telecommunications, mobile and or broadband operator
- Proven experience of driving large scale transformation.
- A proven background and driving up operational standards
- Ability to work with and own the relationships with the regulator on complaints
- A high level of influencer
- Able to develop the end to end strategy and who can put in place all the steps around technology, process and objectives to transform customer service

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DIRECTOR OF QUALITY

Search Details continued...

The business had some very clear 'target companies' in mind for this role and so the search criteria would be quite tight with three to four primary players they were keen to engage.

We already had an established network with many of the key players being known to us and with some of these having had some previous communication history and or have represented them in the past which enabled us to immediately begin some outreach whilst we continued to research and map these target companies for any other potential talent that we were not already aware of.

We set up face to face meetings with ourselves and eventually secured and selected three individuals to present back to our client all of who were interviewed and progressed to the senior leadership team and Exec for assessment.

One individual was offered and accepted the role.

Result:

At the time of writing this individual has been in post almost 6 years and has taken on additional responsibilities and new areas at a senior leadership team level. The Managing Director, Customer Service has mentioned to be on numerous occasions what a valued and excellent hire this individual has been.

Since their appointment, they have indeed transformed the quality, complaints and compliance across the operation resulting in the business and these functions going on to be recognised multiple times for numerous awards.

