



# IMPACT 360

## CANDIDATE SEARCH & SELECTION PROCESS

DOUGLAS  
JACKSON



# What does it mean?

Impact360 Process  
Candidate Search & Selection



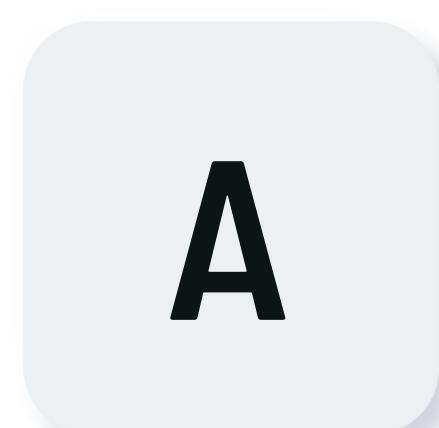
*Intelligence/  
Impactful*



*Mapping/  
Motivation*



*Performance*



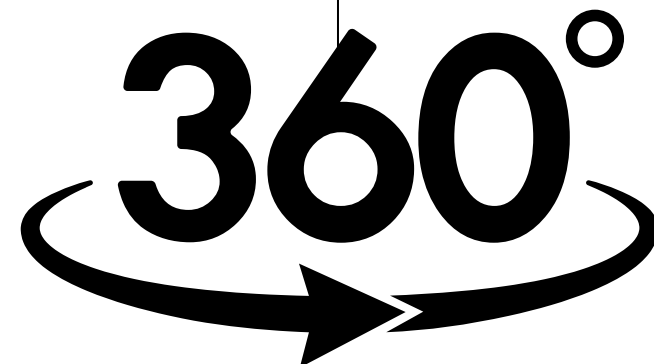
*Analysis/  
Assessment*



*Competence*



*Transformative/  
Tested/Talent*



# Top C-Suite, Board, Senior Leadership and Subject Matter Expert Executive Search

Inclusion/Diversity.

Customer | Digital | CX/DX |  
Revenue | Operations |  
Experience | Insight | Planning  
| Success | Service | Contact |





# Job and Behavioural Profiling

- Protect your business from 'hiring for skills and firing for behaviours - human qualities'
- Screen for those who 'will do' the role
- 4 key pillars:

-Dominant - Accepting,  
-Sociable-Analytical,  
-Relaxed - Driving,  
-Compliant - Independant



- Blueprint built around desired behaviours
- Additional in depth EQ-IQ screening
- Take the guesswork out of your next hire
- Matched profiles go on to stay longer and be more successful in roles



# The four pillars

Helping you hire the right individual, who stays longer and is more successful.

The four key principles of strong leadership, resilient culture, focus on people and future looking.

We use the Holst Group set of assessments to help you develop your effective workplace – to better understand your people, their strengths, weaknesses and areas for development.

When you fully understand the individuals in your organisation, you can build happy and healthy teams. These teams will ultimately deliver the results that your organisation needs.



**The Administrator**

- is very competitive, ambitious and goal-orientated & enjoys overcoming objections/resistance
- is logical, task orientated and analytical & makes decisions on facts, rather than on emotions
- is independent, persistent and decisive & wants to take charge and show initiative
- is good at and likes routine work & is predictable in performance

**Balanced**

- can do many things well
- no great strengths but no great weaknesses either
- very adaptable & flexible
- can fit into most situations without difficulty

**The Pioneer**

- wants responsibility for and authority over people & enjoys achieving goals in the face of obstacles
- is restless, driving and energetic & has a sense of urgency to get things done quickly
- is independent, persistent and decisive & wants to take charge and show initiative
- is logical, task orientated and analytical is likely to weigh the pros and cons

**The Pe**

- is a good co-optimistic, t positive side
- is independi and decisive charge and
- is restless, c energetic & sense of urg done quickly
- wants respo authority ow

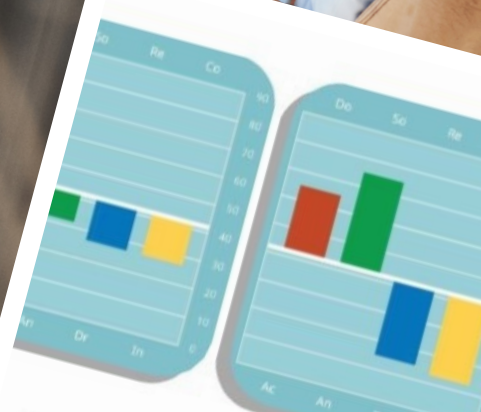


**The Generalist**

- is competitive, ambitious and goal-orientated & tackles projects and situations
- is independent, persistent and decisive & wants to take charge and show initiative
- is restless, driving and energetic & has a strong sense of urgency to get things done quickly
- is friendly, sociable and enjoys working with others

**The Pioneer**

- wants responsibility for and authority over people & enjoys achieving goals in the face of obstacles
- is restless, driving and energetic & has a sense of urgency to get things done quickly
- is independent, persistent and decisive & wants to take charge and show initiative





# Extensive Research

- Internal and external partner research functions
- Dedicated solely to research and talent mapping
- Own niche methods of finding talent
- Exceptional network of figureheads across many industries
- Flexibility, agility, passion
- Committed to best practice



Extensive research to identify target organisation and individuals



Longlist development and continued collaboration to define the best shortlist



Preparation of individual candidate presentations



# Benefit from Insight reports and data relevant to the search and your role

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Detailed reports, insight and data are available to help you make the right decisions.

Remuneration, competitor details, insight and analysis







# Rigorous Screening

- Extensive research and long list development
- Seeking out top performing and diverse talent
- Soft referencing
- In depth interviews: competence and behavioural
- Face to face meetings (potentially virtual, video meetings)
- 'Qualify out' approach
- Candidate and client focused
- Commitment to finding the best, high performance, diverse, impactful leadership



# Case Studies

- Direct Line Group - Multi Channel Strategy Director
- First Direct - Customer Service Director
- Lyma - Operations Director
- British Gas - Director of Resource Planning
- Southern Water - Head of Wastewater
- GFM - Chief Operating Officer
- BOSE Corporation - European Customer Experience Director
- SES Business Services - Operations Director
- Rightmove - Customer Experience Director
- Verastar - Customer Growth Director
- SquareTrade - Senior Leader CX Insight & Design
- Ovo Energy - Head of Forecasting & Planning





## CONTACT US:



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