Candidate service level agreement

Our commitment to you

- We will confirm receipt of your CV within 12 hours of you responding to an advert or registering your CV with us.
- We will provide initial feedback on your CV within 24 hours with regards to suitability for current and future opportunities.
- We will have a detailed conversation with you regarding your requirements for your next career move. We will discuss your salary/rate and location requirements as well as other crucial factors for you, such as motivations, goals and career aspirations.
- We will be proactive and use our extensive network to seek out opportunities that could be of interest and will never approach a client on your behalf without your consent.
- We will pass on feedback from our clients as soon as we receive it whether it is positive or negative at every stage of the process.
- We understand that no news is still news, so we offer weekly update calls, even if the client has not updated us with feedback yet.
- We will fully brief you before a telephone or face to face interview drawing on our experience to help you make the best of the opportunity. We will also provide interview hints and tips to assist you.
- We will always take your call. If we are unavailable a member of our team will always be available to speak with you. If for some reason they are unable to help, all messages left will be responded to within four hours (or first thing the next morning if the call was outside of office hours).
- You will work with a Consultant who knows and understands your sector.
- We will work at the pace set by you and will not try and pressurise you in to considering roles that do not match your requirements.
- We aim to build positive, long term working relationships so you will have one dedicated point of contact with supporting team backup.
- We will arrange to talk with you when convenient for you, whether that is 7am or 8pm, or at the weekend!

A different slant on recruitment

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