



company brochure



***powering** the world of recruitment*



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About

Pact was created with a clear vision and goal: to be the trusted recruitment partner within the UK customer operations industry.

Pact specialises in recruiting within the niche areas of customer operations. These include: planning, analytics, customer engagement and change & transformation.

Since Pact was formed in 2012, it has supported thousands of people in their search for new career opportunities, as well as hundreds of clients - including some of the UK's best known and loved brands - in helping them secure the best talent our industry can offer. This is what we are most proud of and it is central to our values.

For us, it's all about making a difference to our candidates and clients by providing them with the right help to secure the very best job opportunities or talent within the customer operations industry.

We strive to deliver positive outcomes and exceed the expectations of both our candidates and clients. With over 25 years combined recruitment experience, we can offer intelligent, expert advice on the industry.

We recruit across the UK in both permanent and interim markets and have specialist consultants dedicated to recruiting within each of our industry divisions.



Approach

Pact's approach to recruitment is simple: we build trusted relationships with our clients and candidates, and in doing so, have become industry experts within the community of professionals we work with across the customer operations industry. This approach enables us to deliver such a consistently successful service.

We have worked closely with a number of our clients and candidates for many years, giving us a unique understanding of the people we work with. Consequently, we are proud to call ourselves industry experts within the marketplace.

We keep in regular communication with both our clients and candidates, sharing industry information and market intelligence across the customer operations industry, offering continuous support and adding value wherever we can.

We partner with our industry's 'best practice' organisations and technology companies to further support the community of clients and candidates we work with.

The reputation we have built as a trusted and respected partner that delivers to a consistently high standard is the key to our success.



Planning

In today's customer operations sector, planning & analytics plays a pivotal and integral role in keeping the process running in an efficient and cost-effective manner, ensuring that customer demand is meeting optimum service levels.

Pact understands the importance of having the right professional talent on board, so whether you are searching for an Analyst, Manager, Head of or Director Level, Pact will be able to support you through an extensive and unrivalled network within this specialist area.

Our typical planning roles include...

- Resource Planning
- Real Time
- Scheduling
- Forecasting
- Capacity Planning



Analytics

Customer and Business analytics have proven to be an invaluable part of today's modern customer operations, giving business leaders a powerful insight into how efficient their operation is performing, and crucially, what their customers are telling them.

Sourcing the right calibre of individual within this specialist area is essential. Having successfully supported our clients in analytics for several years, we are able to deliver outstanding talent and expertise.

Our typical analytics roles include...

- Management Information
- Business Intelligence
- Customer Insight
- Data Analytics
- Cx / Social Analytics



Customer Engagement

Engaging and communicating the right message to customers is at the forefront of what every business in the world is trying to achieve on a daily basis, to enhance and improve their businesses brand and reputation, within an often busy and competitive marketplace. That's why Customer Engagement is so crucial with every interaction a business has with its customer base.

Customer Operations plays a vital role in making sure that this happens and is delivered to the highest possible standard.

Our typical Customer Engagement roles include...

- Adviser (up to £25k)
- Management (£25k-£60k)
- Leadership (£60k +)



Change & Transformation

Change & transformation plays an important role in shaping the way a business interacts, communicates and conducts business with its customers. Business change drives operational efficiency, cost savings and importantly, better customer engagement and experience through improved business optimisation and operational excellence.

Our typical change & transformation roles include...

- Project Management
- Programme Management
- Business Transformation
- Business Change
- Business Analysis
- Continuous / Process Improvement



Clients





Statistics

750+ clients

15,000+ candidates

700+ placements

16 countries recruited in



Study

EMEA WFM Project



Objective

AMEX came to us looking for support in recruiting a new Workforce Management team for their EMEA based operation. They had several roles within resource planning that they needed filling quickly, due to an organisational restructure. These roles ranged from Analyst to Director of WFM.

Solution

Pact offered a contingency based solution to the client across all roles that Pact was briefed on and committed to delivering a shortlist of candidates across all resource planning positions within a quick timeframe.

Result

Pact delivered and helped secure AMEX four of the positions Pact were briefed on across their EMEA Workforce Planning function. Due to their success in recruiting these positions, Pact were asked to support in recruiting a number of high level Director positions for their global WFM structure.



Pact has supported me with the recruitment of multiple workforce management roles. Last year, we were struggling to find appropriate candidates for a number of global positions. I reached out to Pact, who truly listened and consulted to understand our requirements, then utilised their full network to source multiple excellent candidates within a very quick timeframe. Pact are my first choice when recruiting workforce management roles in a competitive market.

Toby Phillips

Director of WFM EMEA
AMEX



Study

Global Resource Planning Manager



Objective

ASOS asked for our support in recruiting a Global Resource Planning Manager during an exciting period of growth and transformation for the business. They required a candidate with a vast experience of resource planning and someone who had global exposure in their previous roles.

Solution

Pact compiled a shortlist of candidates for ASOS from across the UK, all with resource planning experience at management level, together with experience of working within a global customer operations environment.

Result

Pact was successful in securing the right candidate for ASOS who had several years' experience of working within a global resource planning function. This was the second time Pact had helped this candidate secure their next opportunity.



Pact were excellent in helping me secure my new role. They understood what I was looking for in my next challenge and kept in constant communication right throughout the process. They kept in touch with me even after I had started with ASOS and have supported me in securing new people within my team. I cannot recommend Pact highly enough when it comes to finding opportunities and hiring within your own team.

Tom Maher

Global Resource Planning Manager
ASOS



Study

Resource Planning & Insights Manager



Objective

Pact approached Spark Energy after finding out that they were recruiting for a Resource Planning & Insights Manager for it's growing contact centre operation based in the Scotland.

Solution

Pact mapped the market in the area using various methods and channels to market as well as leaning on its strong existing network of planning professionals in Scotland to generate the required shortlist to move the process forward.

Result

Pact identified 3 candidates that matched the brief that was given, and all 3 candidates were interviewed for position. We secured the right individual for the client not only due to their excellent planning experience, but the candidate was culturally aligned and had the right background to cope with the level of pace the business was growing at.



I have been consistently impressed with Deren's attitude since the first day he contacted me for a position in one of the fastest growing companies in Scotland. I have always found Deren very friendly, intelligent, hard-working and thorough. I would recommend Deren as a Recruitment Consultant and I'm positive his efficiency, commitment and continued support will help other candidates find their perfect role.

Graeme Hughes

Resource Planning & Insights Manager
Spark Energy



Partners



Professional Planning Forum
www.planningforum.co.uk



Call Centre Helper
www.callcentrehelper.com



Call Centre Focus
www.callcentre.co.uk



The Recruitment &
Employment Confederation
www.rec.uk.com



Unify Communications
www.unifyus.com



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