



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: resource planning, analytics, change & transformation and operational excellence.

Since Pact was formed in 2010, 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, workforce planning 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 or Head of, Pact will be able to support you through an extensive and unrivalled network within this specialist area.

Our typical planning roles include...

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



## 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



## Change & Transformation

Change & transformation plays a pivotal 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



## Operational Excellence

Operational excellence is about striving to achieve the very best that an operation can offer for its end customers through delivering operational efficiencies that, in turn, deliver excellent outcomes.

In recent years, operational excellence has become an increasingly important function of an intelligently run operation, and is an integral part of driving the right results within a customer operations area.

Our typical operational excellence roles include...

- Customer Strategy
- Customer Journey
- Customer / Service Excellence
- Continuous / Process Improvement
- LEAN / Six Sigma

## Clients



## Statistics

355 clients

14,101 candidates

715 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

## Partners



Raising Standards in  
Customer Operations

Professional Planning Forum  
[www.planningforum.co.uk](http://www.planningforum.co.uk)



Call Centre Helper  
[www.callcentrehelper.com](http://www.callcentrehelper.com)



Call Centre Focus  
[www.callcentre.co.uk](http://www.callcentre.co.uk)



Unify Communications  
[www.unifyus.com](http://www.unifyus.com)

## Team



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