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Introduction from Adrian Dalby – Managing Director

Dear Reader

Thank you for the interest that you have shown in this position. We have prepared this information pack to tell you more about New Chapter Consulting and the role itself.

So, who are New Chapter Consulting? As you will see, our business is young and dynamic with a focus on delivering bespoke quality driven recruitment solutions to clients and candidates via a variety of methods. Not only are we one of the fastest growing recruitment firms in our sector, but we were recently nominated by the kind folk at the Recruiter magazine as the best small recruitment firm to work for. As a well-known name to many in our sector, we are all passionate about this business and the role we play in its success and we are looking for people who can share this passion.

Your official title will be “Senior Recruitment Consultant” and your fun, but challenging, task is to win new clients and keep them happy by delivering amazing service. Recruitment is a multi-billion pound, fast growth industry. From day one you will receive a huge amount of commercial exposure and you will be responsible for what is known as ‘the full recruitment cycle’ - working with both candidates and clients alike, utilising a range of services from interviewing through to advertising and headhunting. You will be a skilled negotiator and confident presenter and your ability to build effective relationships with new and existing contacts will be pivotal to succeeding in this position.

If you are self-motivated with a real drive to succeed and have a minimum of 18 months experience within the recruitment industry, this is a chance to join a forward-thinking, people focused business where your career can flourish. OK that’s enough clichés for now, but seriously, you must be a passionate and pro-active recruiter, motivated to over-achieve targets, with bucket loads of determination and a high level of attention to detail! We want to hear from articulate, intelligent and commercially aware individuals with excellent interpersonal skills who can offer bags of enthusiasm, resilience and the ability to work in a fast paced, target based environment.

This is a high visibility role within a fast growth business that has a dynamic and rewarding culture. Success in this role will lead to active progression within our organisation.

We look forward to hearing from you.

Yours sincerely

Adrian Dalby - Managing Director
New Chapter Consulting

Who we are

New Chapter Consulting is a leading executive search and selection consultancy specialising in the Consumer/FMCG, Retail & Medical sectors. Our ever growing client list includes many brand leading FMCG businesses including Nestlé, Mars, Premier Foods, Colgate, Proctor & Gamble, Unilever and Innocent; as well as household name Retail businesses such as Ralph Lauren, Amazon and M&S, and our Medical clients include Pentax, Roche, Kimmel and Boston Scientific to name but a few. We believe in helping people and companies realise their potential and achieve their future ambitions. This important belief, coupled with an underlying commitment to service excellence in everything we do and a values-driven approach makes us truly unique within the recruitment industry.

With offices in London & Leeds we are an established recruitment consultancy with a UK focus, strong International recruiting capabilities and an enviable track record. We meet the needs of our clients and candidates through delivering successful solutions in a supportive and service-oriented way. Underpinned by an industry leading New Chapter Promise to candidates, clients and candidates; we put service excellence at the heart of everything we do.

Established in 2004 by an accomplished management team, we are fulfilling our aim to raise the bar and set high standards in the delivery of quality recruitment solutions to both clients and candidates.

With 243% growth, and plans to double the size of the team this year, the figures speak for themselves. As a young, fast growth company we are being recognised as the company to work for the recruitment market.

Philosophy and Culture

At New Chapter everything we do is guided by a set of principles and values. These are outlined below:

- **People** - It’s all about people! A company is only as good as the people it employs. That’s why we’re dedicated to finding the best talent for our clients, the best careers for our candidates and to giving our people the opportunity to reach their full potential

- **Integrity** - Everything we do is guided by a strong set of moral and ethical principles that ensure fairness and respect for all. By operating to the highest professional standards we build trust with our clients, candidates, suppliers and employees

- **Knowledge** - We are experts in our specialist areas and of talent acquisition techniques. We partner with our clients to gain a deep understanding of their business, culture and the behaviours that lead their people to success. We constantly seek to improve our knowledge and to find better ways of working

- **Passion** - We take great pride in what we do and what we have already achieved. We’re passionate about making a difference to our clients, candidates and employees. We create a positive, energising and fun environment
• **Excellence** - Good just isn’t good enough, we strive for excellence in everything we do. We have an unfaltering commitment to deliver the best service to everyone.

• **Success** - What we do, we do well. We have a winning culture, set high standards and go the extra mile to deliver results. We have a clear line of sight to our objectives and how we will get there. We succeed as a team and celebrate together when we do.

“Work hard, play hard”

Our business is built around an extremely tight knit and transparent team culture. We do our best to ensure that everybody feels valued, no matter their level of seniority or experience and our Senior Management team take an open door policy to ideas and innovations from anybody within the business.

We are aware that recruitment can generally be perceived as a cut throat industry - but this is certainly not the case at New Chapter. Our various departments are encouraged to work cross functionally together, rather than against each other. We share our successes and we root for our colleagues to succeed.

Numerous team building incentives and trips have led to strong friendships in and out of the office that transcend hierarchy and have led to a relaxed working environment where communication is strong and ‘office politics’ are thin on the ground. Several times a year we get the chance to win incentive trips together – the past few years have seen us hit Ibiza, Mallorca and Amsterdam, as well as hiring out our own spooky mansion for a Halloween Weekender, and we’ll be off to Snowbombing Festival in April 2013!

We are extremely committed to what we do and take our work very seriously. However we also have a sense of humour about what we do and try and keep an element of fun in our work as we believe that people work better when they are happy! Key examples of this would be our office Nintendo Wii tournaments, regular social outings, or Poppy the Labrador wandering through the office and snoozing under our desks!

To rehash an old cliché, a picture speaks a thousand words – we believe these photos sum up our culture quite accurately.
Our Promise

At New Chapter Consulting we believe that a set of values are meaningless unless they underpin how we operate each time we deal with each other and with external parties. As such we have created “The New Chapter Promise” – a set of service standards, for each of our key stakeholder groups – employees, candidates and clients

We promise our employees…

- To act according to our company values at all times
- To provide you with the tools and training to fulfill your potential
- To reward your success
- To support your learning objectives
- To listen to you and involve you in the future direction of our business
- To create an environment for you to thrive in
- To be open about our strategy, performance and your performance
- To understand and support your personal ambitions as well as your career ambitions
- To never stand still

We promise our clients…

- To act according to our company values; we recognise that we have a responsibility to act ethically and responsibly at all times
- To work with you, not against you; we don’t directly approach our partners’ employees*
- To get it right; our confidence in our work is supported by an industry leading 6 month guarantee**
- To be in this for the long term; we’re not simply interested in fee generation, we recognise that we have a responsibility to secure you individuals that will deliver long-term success for your business and help you fulfill your corporate ambitions
- To truly listen; we understand that we can’t advise you before we understand you, your business culture and its objectives
- To be straight talking; we’ll talk to you openly and honestly in your language and not in the jargon of our world, we’ll challenge your thinking in a constructive way and provide you with honest feedback
- To make it easy for you – We put in the hours and hard work so that you can focus on your job
- To represent your brand as if it was our own; we recognise that when we approach the market any dealings we have on your behalf reflects your brand; we treat this responsibility with the upmost respect

*Partner is defined as a client that we have a signed formal agreement in place and have been active with in the last 12 months
** Subject to terms and conditions

We promise our candidates…

- To act according to our company values; we recognise that we have a responsibility to act ethically and responsibly at all times
- To respect your confidentiality; we will never reveal your identity to a client without your agreement
- To keep you updated; as soon as we know, you’ll know
To listen; we understand that we can’t advise you before we understand you and what future ambitions you have.
To offer advice based on what’s right for you in the long run, not for a short term win for us.
To support you; we will offer advice, preparation and expert knowledge at each stage of the recruitment process.
To be straight talking; we’ll talk to you openly and honestly in your language and not in the jargon of our world, we’ll challenge your thinking in a constructive way and provide you with honest feedback.

Training and development:

At New Chapter we believe that our training is second to none.

All new starters undertake an intensive 2 week induction programme. The initial training covers a wide range of areas, from ‘Who New Chapter Are’ to Interview Techniques and Candidate Sourcing Techniques. Our employees are continuously learning and it is our belief that the learning starts, not ends after the 2 week initial induction.

In the Summer of 2011 we appointed a dedicated Training and Development Manager, Liam D’Arcy to work with all new starters and experienced consultants to ensure they are getting the level of support and development needed to be as successful as possible and satisfy their career needs.

Continuous Professional Development is a priority ensuring that the consultants are always learning and growing commercially. Each member of the team has a Personal Development Plan, and has regular 2-way reviews providing an opportunity for achievements to be acknowledged.

A continuous training programme is in place with a weekly 2 hour session, this covers everything from objection handling to NLP and a variety of both in-house and external trainers are used for this.
Some of our recent clients:
The opportunity

When you enjoy what you do it shows in your work and the passion that you bring to the office. We understand that you only get back what you give, which is why every effort is made to make your daily working experience a pleasurable one. We don't just want to give you a day job, we want to provide you with a career that will not only constantly challenge you but which will last you a lifetime.

We have a structured growth plan in place that includes opening new offices in the UK and Internationally. Functionally we are looking to recruit talent to strengthen our existing sales, operations, medical, marketing, retail, interim and senior appointments teams.

This is a fantastic opportunity to join a business that:

• Has grown by over 243% fuelled by client retention over acquisition
• Has great relationships with an impressive blue chip client base
• Has a long term approach to developing clients and building relationships
• Operates in the a variety of extremely fast paced sectors
• Offers a meritocratic environment where the only limit to career progression is the speed of your development and what you achieve
• Is passionate about developing it’s people AND passionate about our people sharing in our success
• Wants its employees to benefit from the success and growth of the company
• Offers high earnings potential and focused personal development
• Our reward package is the best we know of in the market and on top of a competitive basic you get the chance to earn some great commission
Job description

Title:
Senior Recruitment Consultant

Key Objective:
• To deliver set financial revenue targets through business development and subsequent client management as well as going the extra mile to actively contribute to the growth of the business

Key responsibilities:

Budget & activity achievement:
• Deliver your personal sales budgets on a weekly, monthly and annual basis, relating to:
  o Client interviews arranged
  o New vacancies generated
  o Face to face interviews between consultant and candidate
  o Introduction campaigns generated
  o Client visits attended

Business & account management
• Personally identify, negotiate and develop long term profitable relationships with key customers in agreed sectors
• Maintain and develop relationships with existing customers via meetings, telephone calls and emails
• Take an active role in customer visits and negotiations
• To provide effective and focused ongoing customer and sector account management/development plans to aid the achievement of the sales plan
• Develop existing customers through developing closer, cross functional relationships and expanding the services utilised (assignment services, consultancy services)

Administration/management information
• Produce relevant management information
• To adhere to all administration procedures, especially with regard to FileFinder (company database) and other company records

Learning and development:
• Take ownership of your learning and development
Values

• Instill an environment where your team lives their working lives according to our values to ensure they interact with customers, colleagues, candidates and suppliers in a way that mirrors the belief of the company

Reporting Structure

Role reports to: Business Manager/Divisional Manager

Key Relationships:

• Business Manager/Divisional Manager
• Sales Support / Administration department
• Fellow Consultants and Senior Consultants within your team and the wider business

Location:

Office based role in Leeds (Head Office) or our Central London office. Occasional customer travel will be required

Package and Benefits Summary:

• Competitive salary - dependent on experience
• Exceptional uncapped commission structure
• Holidays - On commencement each employee is entitled to 23 days paid annual leave per year. If the individual joins the company part way through the year this entitlement is pro-rated
• Quarterly incentives, previous trips have included Ibiza, Prague, Amsterdam, Edinburgh and Mallorca
• Financial incentives for best personal/team performances
• Reimbursement for the purchase of self-development/sales/recruitment books or audio books
• Smart casual dress code on Fridays
• Contracted working hours are 8:30am to 5:30pm (however we currently benefit from a 3pm finish on Fridays!)
Person Specification

Education, Experience & Knowledge

- Educated to degree level or equivalent
- Minimum 18 months experience of successful recruitment experience
- Ability to swiftly build strong relationships across the team and cross functionally throughout the wider business
- A “real” team player
- Passion and drive to make New Chapter succeed
- Proactive, highly motivated with a ‘can do’ attitude
- PC literate
- Ability to write reports and prepare spreadsheets and presentations
- Prepared to travel within the UK on business as required
- Highly ambitious

Behavioural competencies

Drive, resilience and enthusiasm – focused upon results; remains positive and retains forward momentum, even in tough times; hard working and committed

Customer focus – Committed to understanding and exceeding the expectations of customers, both internal and external

Communicating and influencing – a good two way communicator; first class verbal and written presentation skills; personable with a sense of humour; able to use a range of influencing techniques

Problem solving and decision making – Analyses issues and breaks them down into their component parts; identifies potential solutions and systematically evaluates them; excellent numerical skills

Time & Task Management – Plans effective use of resources; able to manage multiple projects and prioritise effectively

Building effective relationships – uses interpersonal skills to build and maintain effective relationships inside and outside the business. Understands team dynamics; encourages collaborative working across internal and external boundaries; can manage upwards
Recruitment and selection process

Timescales and selection process

First round telephone interviews will be conducted by Rebecca Griffiths of New Chapter Consulting.

A second round interview with Adrian Dalby - Managing Director the relevant Business Manager/Divisional Manager is likely to take place within the subsequent fortnight and will involve a presentation. Interviews will take place in either our Leeds or London office dependent on the position the candidate is applying for and their location

Further information on the likely structure and content of the first and second round interviews will be provided nearer the time

Application process

We would ideally like you to provide the following information so that we can fairly judge your application:

- A CV detailing your career history, education and qualifications
- A covering letter explaining why you are interested in this role
- Details of your current package, notice period and any contractual restrictions

Please e-mail applications to: Rebecca.griffiths@newchapter.co.uk

If you do not have access to e-mail then please send applications to:

Rebecca Griffiths  
New Chapter Consulting Limited  
Wellington Park House  
Thirsk Row  
Leeds  
LS1 4DP

Further information

We hope that this document has provided you with a good overview of the role we are seeking to recruit. If you require further information, please do not hesitate to contact Rebecca Griffiths at New Chapter on 0845 2000 741. Further information on New Chapter can be found at www.newchapter.co.uk
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