



where *key* values make the difference

# The Key Mission

We are totally committed to providing a quality, professional recruitment service to both our Candidates and Client companies.

We work with integrity and passion to develop relationships built on mutual trust and understanding with our Customers, Candidates and our own Team Members. We value and recognise that people make the difference.

welcome to



# key

## The Company

Founded in 2000 and situated in the South, Key Recruitment Limited is an established and expanding recruitment company with offices in prominent high street locations. Constantly offering outstanding levels of service delivery and after care is fundamental to our business philosophy.

We have quickly built an enviable reputation with both Clients and Candidates alike. Providing outstanding service across a wide spectrum of business sectors without compromising our standards and core values is what we do best – our many Candidate and Client testimonials are evidence to this achievement.

By working in partnership with our Clients, we are always looking for ways of improving and developing our service to them. Our Team is dedicated to providing personalised recruitment solutions to those everyday recruitment challenges.

We are fully committed to investing in our people and processes. This includes adopting all the latest in new technology and ensuring that our Team are fully equipped and trained to the highest industry standards.

# the team

## The Key Team

Key Recruitment Limited Clients have wide-ranging recruitment needs, so our recruitment services cover a broad range of industry sectors. Our Consultants work in specialised disciplines, providing what is often industry-specific experience to their chosen field.

The Key Recruitment Team consists of a mix of industry specialists and Human Resources professionals. Clients meet up with Consultants who understand and appreciate their particular market and the pressures they're up against. It's all part of fulfilling our aim of working in partnership with our Clients, rather than simply completing a contract.

Experienced and highly trained, our Consultants are ready to cope professionally and effectively with any day-to-day challenge. Working for Key Recruitment Limited and our associated companies, means looking after our Clients' needs consistently and with continued enthusiasm. It also means working with integrity, flexibility and honesty – never cutting corners and always looking at ways to improve our service to you.



## Client Care + Adding Value = Customer Satisfaction

Making sure that we always exceed your expectations and continually strive for improvement is fundamental to our ethos. With this in mind, every Client is contacted by our Client Services Manager. This is our way of ensuring that we add extra value to our service. Continually monitoring and encouraging feedback on our performance, the Client Services Manager operates independently from our Consultants. It's an integral aspect of our work, ensuring that our services are not only delivered in line with our Clients' goals and expectations, but exceed them.

Making sure everything is on track is essential to Client Care. An independent contact point within Key Recruitment Limited means someone is always there to respond immediately to any ideas or feedback Clients may have and suggest new ways of enhancing our overall service to them.

Companies new to Key Recruitment Limited receive a personal communication from the Client Services Manager and contact is then maintained on a regular basis. This allows us to evaluate all aspects of our services, making sure everything is running smoothly and providing greater understanding of our Clients' business.

Clients are not the only ones to benefit from this enhanced service. Regular feedback is obtained from our Candidates too. We listen and look for ways of improving what we offer, never forgetting that they are our ambassadors who represent us first hand to our Client companies. Their continued well-being and loyalty is extremely important and reinforces the values of Key Recruitment Limited.

## Your Recruitment Needs – Tailored Around You

With our Executive and HR specialist sister companies, Key Executives and Elite Human Resources, Key Recruitment Limited has the infrastructure and staff to support a wide range of industries. From shop floor to boardroom, we have the capability to recruit at all levels, whatever the position – temporary, permanent, interim, HR Director or Call Centre Operator, the scope is impressive.

As no two companies are the same, we are geared to work as our Clients work, operating as an extension to their facilities. Understanding how our Clients operate as a business is fundamental to our approach. We can then tailor our services to suit them, often saving valuable time and providing a truly pro-active, customised service.



## Key Recruitment Sectors

- Customer Service/Call Centre
- Office Administration/Secretarial
- Import/Export
- Sales & Marketing
- Insurance & Legal
- Management/Supervisory
- Accounts & Finance
- Human Resources & Training (*Elite HR*)
- Executive & Senior Appointments
- Search & Selection, Specialist (*Key Executives*)
- Drivers – All classes
- Warehouse & Distribution
- Production Operatives
- PCB Assemblers/Solderers
- Catering & Hospitality
- Healthcare
- Buyers & Procurement
- Technical & Skilled
- Engineers
- Information Technology



# Understanding You – Our Client

Ensuring that we have a full and comprehensive understanding of your individual recruitment needs is fundamental to our service.

Our Consultants ensure that they have a full knowledge of your job requirements and an in-depth appreciation of the ‘best fit’ for your company. That’s why we like to spend time with you on a one-to-one basis and get to know what makes you tick.

Only then can our comprehensive screening process begin effectively. Our Consultants will competency base interview, test and fully reference Candidates, ensuring that all legal documentation is taken at the registration stage. This stringent pre-selection process enables us to be confident that our people can do the work effectively and legally. By identifying both skill set and personality, we can match both Clients’ and Candidates’ expectations.



# Caring For Our Candidates

One of the ultimate measures of our service is in the quality of the relationship we have with our Candidates. This relationship begins from the moment the Candidate registers. From then on, our Consultants will advise, guide and offer assistance to determine the Candidate’s future career moves. It’s a process that builds trust and helps us match the right Candidate to the right Client.

Even after Candidates are placed, we maintain contact regularly and continue to offer support and guidance. We like to reward our long serving temporary team members with loyalty bonuses and acknowledge outstanding performance with our “Temporary of the Month” award.

As a company, we offer free training and skills upgrading. By utilising our in-house training systems, this can be undertaken

at short notice and courses are completely flexible to meet the needs of the trainee. Our reputation and strong Client base ensures that we are able to attract a continual flow of new Candidates. We undertake various creative advertising techniques to attract new Candidates. But our most effective advertising is word of mouth – the words of the many Key Recruitment Candidates and Clients who recommend us to their colleagues, family and friends.





## Elite Human Resources – *Working together to build successful futures*

Established in 1994, Elite Human Resources, formerly Elite Appointments, is a sister company of the Key Recruitment group. It is a specialist Human Resources and Training recruitment consultancy, meeting the needs of prestigious Clients through the placing of permanent and interim HR and Training professionals at all levels. Whether it is a newly qualified HR Assistant or a fully qualified HR Director.

Elite's fully experienced and CIPD qualified Consultants are dedicated to providing a high quality and professional service to Clients and Candidates alike.

Senior Human Resources and Training Executives are resourced through the Elite Executive Division. The division maintains a comprehensive database of

Senior HR Executives covering all sectors of Commerce, Industry and the Public Sector.

This database helps Elite Human Resources respond to requests for permanent and interim staff at short notice, as well as being able to provide a full Search and Selection service.



## Key Executives – *Searching for excellence*

Key Executives is a professional Executive Search company, providing a truly collaborative approach to both Clients and Candidates.

The company prides itself on its ability to deliver specific solutions to difficult and highly complex recruitment challenges, whatever the sector. Emphasis is placed on having a thorough insight into a Client's organisation, culture, business goals and objectives. Once these are understood fully, the search for the right Candidate can begin. The prime objective being to find the Candidate who is not only the best for the job but, more importantly, the 'best-fit' as well.

For those 'difficult to place' positions, the best people are often not actively seeking alternative employment and have to be pro-actively sourced – 'head-hunted'. Key Executives will undertake a full research process. Once this is completed, potential Candidates are then approached. Ensuring that the whole process is managed effectively and professionally for both Client and Candidate, is crucial to the successful outcome of placing the best person.

Key Executives uses the knowledge and expertise gained over many years Executive Search experience to provide a service that is second to none. Some of the markets we serve:

- Banking & Financial Services
- Legal
- Advanced Technology
- Human Resources & Training (Elite HR)
- Manufacturing
- Retail
- Logistics
- Pharmaceuticals/Cosmetics/Toiletries
- Interim
- Fast Moving Consumer Goods
- Process Control & Instrumentation



[www.keyexecutives.co.uk](http://www.keyexecutives.co.uk)

“The goal that has always driven me has been a passion to provide a truly personal and professional service to all my customers. With over 20 years in the recruitment industry, it has been my honour to work with many of these customers for some considerable time.

This goal was fundamental to my setting up Key Recruitment Limited. With my involvement with the Chartered Institute of Personnel Development, I am fully dedicated to ensure that ‘best practice’ prevails in a historically competitive industry.

My belief is that not everything rests with the ‘bottom line’. It’s about building committed and lasting partnerships with our Customers and Candidates, achieving a healthy balance between individual needs and desires and managing a profitable company. People matter and having people on board who are as passionate about my business as I am is a real privilege. We care about what happens, we take a personal pride and have a real sense of responsibility that we are doing our best for all concerned.

At Key Recruitment Limited, we nurture a culture where people are not just numbers, but where they are truly our most valuable asset and are recognised and rewarded as such.”

*Monica Key – Managing Director*

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