

JOB MANAGEMENT & CLIENT CONTROL

All jobs are not made equal. It is important that consultants are focused on prioritising the right roles, with the right level of energy and effort. Not every client who is hiring today has truly considered how they are going to ensure that they secure the talents of the best candidates. A skilled consultant maintains control of their client and the process to make sure that good candidates do not slip through the net.

How many jobs have you worked on in the last three months?

- What percentage were exclusive?

- How many had you met the client within 4 weeks of being given the job?

- How many have you filled?

- How many are still live today?

- How many were graded as 'A' Jobs?

- How many were 'B' grade vacancies?

How many CVs have you sent in total to the jobs you registered in the last three months?

- How many converted to interview?

- How many live jobs do you have today?

- How many are exclusive?

- How many have you arranged interviews for?

- How many are interviewing more than two candidates?

How many placements have you made in the last six months?

How many of those placements have you conducted a post placement meeting with the client and candidate?

How many jobs do you have where you're "Stuck" chasing feedback, unable to find suitable candidates or where the client has rejected CVs for reasons not discussed at qualification stage?

Based upon your assessment, answer the following questions:

I have a robust definition of what constitutes an 'A' grade job and can demonstrate this in the fill ratio of 'A' jobs to "B's and 'C's

strongly disagree 1 2 3 4 5 6 7 8 9 10 *strongly agree*

I regularly sell to clients the benefits of working exclusively with me and secure exclusive vacancies from existing and new clients

strongly disagree 1 2 3 4 5 6 7 8 9 10 *strongly agree*

I visit every client when they are hiring to ensure I have a robust understanding of the brief and/or to present recommended candidates face to face

strongly disagree 1 2 3 4 5 6 7 8 9 10 *strongly agree*

I present candidates to clients effectively to ensure that a high percentage (over 60%) of the CVs I present convert into first stage interviews

strongly disagree 1 2 3 4 5 6 7 8 9 10 *strongly agree*

I provide my clients with choice and ensure that I achieve interviews for multiple candidates on the vacancies I work to increase the probability of successfully filling vacancies

strongly disagree 1 2 3 4 5 6 7 8 9 10 *strongly agree*

I recognise the importance of post placement aftercare and ensure I visit every placement to review quality of matching with both client and candidate

strongly disagree 1 2 3 4 5 6 7 8 9 10 *strongly agree*

When jobs are "stuck" or I am struggling to get feedback I apply a tenacious approach to re-engaging with the client

strongly disagree 1 2 3 4 5 6 7 8 9 10 *strongly agree*

Recommended Actions and Activities

If you believe there is an opportunity to improve in this area then consider the following activities:

How often are you using a job qualification form or checklist to ensure that you are getting all the information you need to properly triage new vacancies?

Define what an 'A' grade job looks like and make sure your job qualification form helps you to close clients on giving you an 'A' grade job.

Commit to making sure you visit every job. Refine a pitch to help you secure meetings:

- To meet a client at the point of instruction
- To meet a client to present candidate shortlist and agree interviews
- To review with client and candidate post placement that both parties are happy and to develop greater levels of commitment from the client contact for the future

Focus on presenting candidates over the phone rather than emailing CVs. Increase the number of jobs where you phone the client to discuss recommended candidates and agree interviews.

Review your written communication, how good are your:

- Emails that share candidate details (review subject line, body of text and call to action)
- Cover sheets and supporting evidence with CVs as to why you are recommending candidates. Stop writing blurbs and write something that is compelling, to generate interviews.

Commit to developing more commitment at the point of instruction. Agree action plans with your clients – interview slots, straight start temps or agreeing to interview candidates on your recommendation rather than CV review.

Provide your clients with choice. If you secure an interview, work towards securing more! One more interview per job will increase your probability of success.