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When we need HR support, Reality HR is always our first port of call. No matter how many other projects they may be working on, they never fail to deliver on their promises and provide a service that feels highly personal and bespoke. It's so refreshing to find a supplier that gives you clear information, keeping you updated at every step of the process – whilst simultaneously letting you stand back and get on with other things, never in any doubt that you're going to achieve your end goal.

Ben Reynolds – Managing Director



Meet GALLAGHER COMMUNICATION and learn about **the challenge** they faced with their HR

Gallagher Communication blends insight, strategy, creativity, innovation and technology to help world-leading businesses such as Nike, Experian and Maersk deliver effective employee engagement campaigns relating to areas such as benefits and values & behaviours.

They also work with these organisations to overcome internal communications challenges such as change management.

Due to healthy growth, a requirement arose for a new General Manager to sit on the Senior Management Team. When their in-house HR department was unable to provide the resource for this recruitment process, Managing Director Ben Reynolds knew who to call to provide the additional support the company needed: Reality HR. The company had worked with Reality HR before on competencies, gap analysis and training.

To maintain a steady focus on the continued success of the business, Managing Director Ben Reynolds recognised that it was essential for him and the rest of the Senior Management Team to step back from the operational demands of the recruitment process:

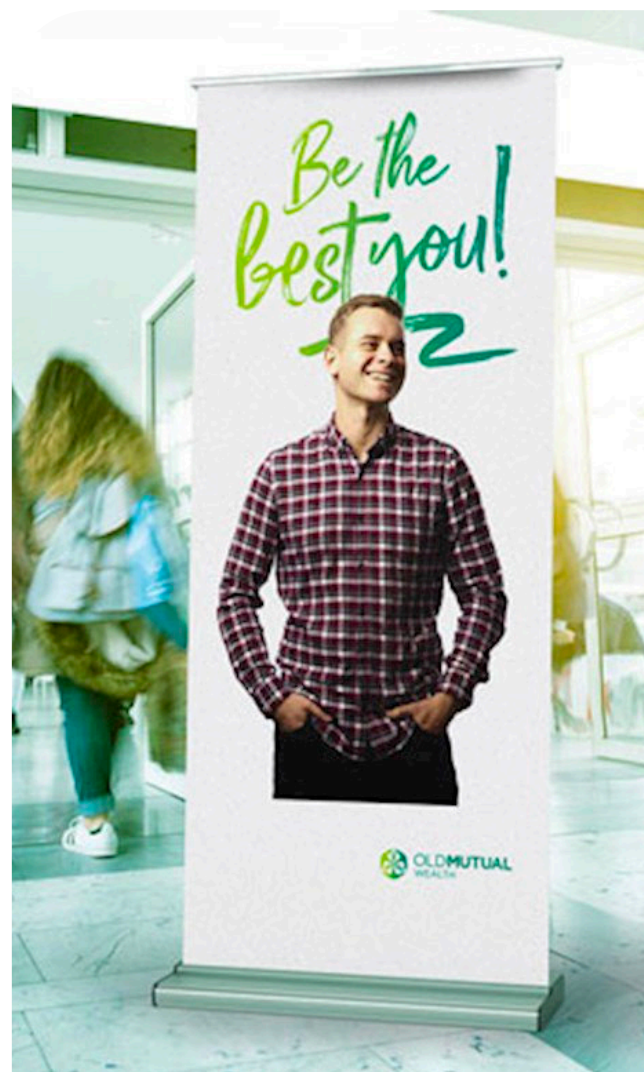
“Although Gallagher Communication is growing, our leadership team is still small so the impact of introducing a new person to the business needed to be absolutely positive. Our business thrives because we have achieved the right mix of skills and personality within our team, so finding the right character fit was imperative. Based on previous experience, I already knew that Reality HR had an innate understanding of this balance. It’s almost as if they are part of our unique company culture themselves.

From a practical point of view, we needed their HR support to mitigate the risk of diverting the time and energy of the Senior Management Team away from their key objectives.”

The action taken by Reality HR

Reality HR designed a project plan to effectively manage the recruitment process of a new General Manager in a way that would allow the Senior Management Team at Gallagher Shilling to maintain their progress as an evolving business:

- Outlined and agreed on the job description including drafting, benchmarking and reviewing
- Recommended a third-party recruitment agency to support the project; briefed & managed that agency
- Developed and placed the job advertisement (internal & external)



I’ve worked with Reality HR on numerous projects now, so I can wholeheartedly say here is a company that consistently demonstrates professionalism, care and excellence every step of the way. It’s reassuring to know that an HR company as skilled as Reality HR exists and is always there to support you when you need them.

Ben Reynolds Managing
Director

- Screened candidates; reviewing CV's with the recruitment agency and senior management
- Organised Quest psychometric profiling for shortlisted candidates
- Provided feedback and recommendations on Quest profiles to senior management
- Created an interview process that was aligned with the Gallagher Shilling ethos
- Produced questions for interviews, including some based-on profiling
- Joined Managing Director at first stage interviews (5 external candidates and 1 internal)
- Discussed Quest profiles with candidates at interview
- Supported Managing Director with selection of candidates for the second interview (to involve presentation to the senior team and the second interview with Managing Director)

The outcome

Upon completion of the recruitment project plan, Gallagher Communication has moved forward as a business, enjoying the following benefits:

- The right General Manager has been successfully appointed, flowing seamlessly into the company culture
- Senior Management has been able to focus on key objectives
- Organic business growth has continued
- Increase in new business growth

