

Nigel Wright continues its support of Cancer Research UK

In July 2015, the company raised a grand total of £10,700 on behalf of the charity by taking part in the Yorkshire Three Peaks Challenge. Twenty seven employees from across seven international offices took part in the walk, with many completing the route in under nine hours. >>



On Saturday 11th June, Nigel Wright once again took up the Yorkshire Three Peaks Challenge and successfully raised a further £9,462 (as of 14th July) in support of its charity partner Cancer Research UK.

Employees from all 13 of its offices across Europe signed up to take part. One of the

"We are delighted to have Cancer Research UK as our designated company charity and to continue our support for this wholly worthwhile cause. Additionally, we are extremely proud of our team for taking part in the Yorkshire Three Peaks Challenge and indeed many of the other events that we organise. So far, a fantastic sum of money has been raised and our gratitude extends to the friends and families of our employees who take the time to donate and spread the word of our efforts."



Talented expansion

Like many businesses enjoying more favourable economic conditions during the last year, Nigel Wright's priority in 2016-17 is to continue searching for the best talent to help fuel its domestic and international growth. >>



As part of its strategy to consolidate its leading position in established markets and move forward with new growth opportunities, Nigel Wright continues to recruit across its UK and international offices.

Group Executive Director Mark Simpson commented, "Despite the high number of people joining us, maintaining quality is always crucial to our talent acquisition strategy and therefore we have a rigorous process in place for identifying and selecting the best people."

As well as hiring experienced consultants, Nigel Wright firmly believes in growing its own talent and is currently recruiting for its competitive graduate scheme, after already successfully hiring four graduates in 2015-16.

Its graduate scheme offers one of the most competitive packages in the industry and a full year of training where those seeking a successful career in business will be able to gain new skills and experience in all areas of recruitment.

Simpson continued: "We're passionate about our vision and we want to equip our people with the right tools to fulfil it. We are dedicated to our people's development, including over

90 hours of formal training from directors, managers and support functions in the first three months, which is supplemented by on-the-job coaching and development by a line manager".



Kathryn Gill, a former retail industry buyer, who joined the business as a consultant in January commented: "I'm thrilled to have joined Nigel Wright. To get the opportunity to work for a consumer industry recruitment leader with a significant international footprint is very exciting. I'm already learning a huge amount of skills that will help me progress in my career."

For more information on working for Nigel Wright, please visit www.nigelwright.com/employers/work-for-us

Consumer division demonstrating impressive customer service results

Nigel Wright measures its customer service performance using the Net Promoter Score (NPS), a global management tool that can be used to gauge the loyalty of a firm's customer relationships. >>



a strategic advantage in the marketplace by allowing us to identify any issues and then make immediate improvements across all areas of our business. Net Promoter gives us a really clear and more in-depth idea of how our customers value our service".

Research suggests that NPS is actually correlated with overall revenue growth and the score achieved by the consumer division this financial year is certainly in line with the heightened demand for Nigel Wright's services in the sector. Analysis of other B2B providers indicated that a Net Promoter Score of 30+% means you are largely seen as 'unique' by your customers.

In the last financial year, 2015-16, Nigel Wright's consumer division achieved an impressive NPS of 45%, following submissions from over 800 clients and candidates served by the division between May 2015 and April 2016.



The table below shows the Net Promoter Scores for Nigel Wright Consumer's main markets, as well as the overall score for the division. Nigel Wright's Andrew Openshaw commented:

"Collecting valuable customer data gives us

Openshaw continued, "We are always looking for ways to improve scores and in June 2017 when the new results are in, we anticipate that the consumer division's Net Promoter Score will have grown during that time".

Division	NPS FY 15-16 (%)
Germany	58
Sweden	48
Denmark	48
Spain	43
Norway	42
UK	42
France	36
Overall	45