

The Not for Profit, Social Enterprise and Third Sector have proved to be hugely rewarding for Nigel Wright Recruitment

A few years ago, Nigel Wright was invited to pitch for the opportunity to find a new CEO for a high profile charity based in Newcastle upon Tyne.

We gave the organisation a problem. The charity certainly felt we were well placed to execute the assignment effectively. There was recognition of the business and cultural affinities between our two organisations and the charity acknowledged the strength of our brand, as well as our reputation for market-leading customer service.

Ultimately, however, following the pitch, we were informed that another recruiter had been selected for the role, due to its better track record of completed recruitment assignments within the third sector. Following this disappointment, we set about addressing this setback.

We immersed ourselves in the third sector. We taught ourselves how the sector is organised, about the funding infrastructure and the hugely competitive nature of fundraising. We learnt about policy and governance issues, skill shortages and the business administration and commercial skills critical for emerging social enterprises seeking to flourish. We found out who the key representatives were and the role of professional advisors as well as many other features of this incredibly diverse and fascinating sector.

Today, Nigel Wright is a dedicated and recognised partner to many organisations across the third sector in the region. It continually works with management teams and boards of Trustees to find great people for a full range of functional and leadership roles. For many of us at

Nigel Wright, an unexpected but welcome outcome of this process was discovering the great deal of professional development opportunities to be gained from being part of the third sector, as well as the enormous amount of personal satisfaction that could be achieved through contributing time and expertise as either Trustees for, or volunteer supporters of, a wide range of organisations.

Significantly, partnering with the sector has resulted in a huge return on our investment, in terms of corporate social responsibility ("giving something back"), employee engagement ("the fun our team has working with and for our clients"), candidate relationships ("being able to introduce our candidates to a more interesting variety of personal and career development opportunities"), and client satisfaction ("seeing the tangible difference we make").

We are very passionate about the work we do in the third sector and believe that we now have a service offering that is uniquely different in the region. If you have a talent issue in your business today, we would be privileged to work with you and help you to find the best solution.

For further information please contact Sarah Glendinning, Senior Consultant on 0191 222 0770 or at sarah.glendinning@nigelwright.com

North East division demonstrating impressive customer service results

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

At the end of the first quarter of the financial year, Nigel Wright's North East division was in second position across the group, with an impressive NPS 58%, following submissions from over 150 clients and candidates served by the North East division during the previous three months.

The table shows the NetPromoter scores for Nigel Wright's main markets, as well as the overall score for the Group. Nigel Wright's Andrew Openshaw commented:

DIVISION	Q1 (%)
Sweden (Consumer)	60%
North East (Recruitment)	58%
Norway (Consumer)	54%
Energy	50%
Germany (Consumer)	46%
UK (Consumer, Executive)	43%
Denmark (Consumer)	43%
France (Consumer)	39%
Spain (Consumer)	31%
Overall	50%

Research function giving Nigel Wright the edge in the market



Nigel Wright has always considered market research as being an integral aspect of the search and selection process.

In May, Nigel Wright further bolstered its research capacity by appointing Kerry Jonas as UK Research Manager.

Kerry has enjoyed a 30 year career in strategic research, with experience across the media, business services, recruitment and public sectors. She began working as a researcher in the pre-internet days for a London advertising agency before joining Border Television in 1983, where she led its research team for six years. She moved to the North East in 1996 and has continued working in research focused roles, including an eight year stint in the public sector, as Principal Policy Officer for Tees Valley Unlimited.

In joining Nigel Wright, Kerry commented, "I'm excited to be working for Nigel Wright, which I consider to be one of the region's true business success stories over the last two decades. The research component of the recruitment process is so vital, because companies usually lack the internal research resources to properly recruit for themselves. Clients recognise that the Nigel Wright solution is different because of the greater dimension we have, through our internal research teams, to offer a broad and varied exploration for the best talent."

As part of its broader expansion plans, Nigel Wright is seeking to hire additional researchers, and anyone interested should contact Kerry directly: kerry.jonas@nigelwright.com

Nigel Wright on the hunt for graduates to fuel growth

Nigel Wright is looking for graduates to join the business in order to meet the demands of new domestic and international growth.



Nigel Wright was spurred to reinvestigate its graduate scheme following the results of a national study which showed the North East as the region most likely to retain graduates when they complete their studies.

Research from universities think-tank, Millipoint, indicates that 79% North East graduates in employment stayed in the region in 2013 - more than in the South East (47%) and London (48.4%).

The North East also has the highest proportion of graduates employed in the region who were originally from the region.

Paul Wilson, CEO of Nigel Wright, said: "As a business that has been built on local talent and has been sourcing the best candidates in the region for the past 26 years, we know better than anyone that working with North East graduates can bring immense benefits to local companies, and implicitly to the economy of the region."

"Our universities aren't just great places to socialise, but produce high calibre graduates, equipped with the necessary skills and experience to succeed in a wide range of industries."

"We are looking for enthusiastic individuals with excellent communication and interpersonal skills, who are seeking to build a successful career in business."

Since launching its graduate recruitment campaign in June, Nigel Wright has already hired three graduates, following an in-depth recruitment process.

One of the successful candidates, Holly Johnson, commented,

"I'm thrilled to have joined Nigel Wright. To get the opportunity to work for a local business 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."