

EXEC SEARCH- TRAVEL RETAIL SECTOR

THE CHALLENGE

This client is a global leader in the travel retail sector. Their digital e-commerce platform has over one billion users per year and is the platform of choice for many of the largest airlines in the world.

They engaged with us for exec search recruitment services. They needed to hire very senior professionals at SVP, Director and Manager level across their leadership teams. This was not all at the same time but spread across a five-year period.

The challenge was finding people at the right level of seniority with the right mix of leadership, technical and programme management skills.



The client needed people who can lead large scale change programmes as they continued to grow, bring in new clients and build a 'best in class' platform.

OUR ROLE

GemPool needed to gain a very in-depth understanding of the needs for each role as well as the company, stakeholders and relevant key challenges. This was achieved with several onsite visits and discussions with Hiring Manager about the roles.

The recruitment for these posts was a targeted head-hunting approach knowing that the potential pool of candidates would be small.

Case Study

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Each potential candidate would have differing motivations, pain points and ambitions. We had to discover what was important to each candidate and ensure that what the company was offering would meet this need.

Having a very in-depth knowledge of the client was paramount for successfully selling these opportunities to very senior candidates. Being able to communicate the opportunity fluently initially peaked their interest but then went further to enable the candidates to provide far more commitment to the process. Ultimately, we were able to position ourselves as trusted advisors to the candidates during the process, as we built credibility through our knowledge of the client and the roles.

GEMPOOL'S SUCCESS

The result was that GemPool successfully filled one SVP, one Director and four Manager vacancies. On top of this we were able to place other senior positions; one Senior Solutions Architect, two Principle Engineers, two Lead Engineers and several Senior Engineers and Project Managers.