

This list is by no means exhaustive, but aims to reflect the diversity of positions offered within our specialist sector. If a particular job role is not listed, it doesn't mean that we can't help with it! For clarification and information please contact us.

We can provide both temporary and permanent candidates for the following job roles:

Secretarial

- Executive Assistant
- Personal Assistant
- Team Secretary
- Legal Secretary
- Shorthand/Audio Typists



Administration

- Office Manager
- Administrator
- Receptionist
- Data Processor/Entry Clerks
- Office Assistant



Procurement

- Procurement Manager
- Buyer

IT Help Desk

- 1st and 2nd Line Support

Human Resources

- Human Resources Manager
- Human Resources Officer
- Human Resources Administrator

Project Management

- Project Manager
- Project Administrator



Customer Service/Call Centre

- Call Centre/Customer Service Manager
- Call Centre/Customer Service Team Leader
- Call Handler
- Multi-lingual Call Handler
- Customer Service Co-ordinators

Sales

- Business Development Manager
- Sales Manager
- Key Account Manager
- Account Manager
- Account Executive
- Sales Representative
- Telesales Executive
- Sales Administrator
- Fundraisers
- Database Administrator



Marketing/PR

- Marketing Manager
- Marketing Executive
- Marketing Co-ordinator
- Marketing Assistant
- PR Executive
- Events Manager
- Events Co-ordinator

- Data Entry Clerks
- Customer Service Advisors
- Helpdesk Advisors
- Customer Billings Clerk

Light Industrial

- Warehouse/Logistics Manager
- Warehouse Operatives
- Production Operatives
- Pickers/Packers
- Goods in/Out
- Despatch
- Porters
- Quality Control

Finance

- Management Accountant
- Part Qualified Accountant
- Bookkeeper
- Payroll Officer
- Credit Controller
- Purchase/Sales Ledger Clerk
- Accounts Assistant

As an employer you may be interested to receive a complimentary copy of our latest Salary Survey, which records salaries and benefits packages currently paid for many of the above mentioned job functions. Please contact us for your copy.



Permanent Solutions

Saving you time and money

Recruitment and selection is an expensive and time-consuming process, whatever the role. If you calculate the time involved in the recruitment process you will come to the conclusion that recruiting costs and time can be greatly reduced by placing the onus on us. We can provide you with a shortlist of high calibre candidates who we confidently expect to match your job specification in terms of capabilities and personality – all *you* need to do is interview them.

We are here to make your life easier!

The process

Ideally we like to meet you in person to gain a better understanding of the role in question, the type of person you are looking for in terms of skills, ability and personal attributes and to observe the working environment in terms of work ethic and culture. This 'whole picture' enables us to better match candidates.

Following our meeting we will provide you with a shortlist of candidates who have been privately interviewed and whose skills and abilities have been assessed. Where appropriate we can offer interviews within 48 hours. If the role demands precise skills or knowledge we can take in-house documents and recreate them for a testing environment.

Getting to know our candidates

We really get to know our candidates through extensive interviewing. The candidate registration process lasts approximately one hour. During this time we will evaluate their skills, ability and aptitude, as well as discussing their employment history and assess their personality type.

Before a candidate attends an interview we will brief them extensively on the position in question and where applicable, will distribute any information about your organisation.

A unique guarantee

When you have made an offer on the position, we will negotiate the terms on your behalf, making sure that the needs of both employer and employee are satisfactorily met.

Very occasionally a placement may not work out for whatever reason and because we take our responsibility for recruitment very seriously, we offer a unique guarantee:

If you employ one of our candidates and it does not work out for whatever reason within the first six months of employment, we will find you a suitable replacement free of charge. (Terms and Conditions apply)

Research shows that new employees are more likely to leave in the fourth month of employment and this is why most recruitment agencies only offer a three month replacement guarantee.

People are the most important factor in our business!

So why choose Delaney Browne Appointments for your permanent staffing solutions?

In simple terms, these are some of the reasons why so many of our current clients choose us:

- We really get to know your company and the particular role by visiting your offices, talking to the relevant line manager, observing the work environment in terms of work ethic and culture and really getting under the skin of the role;
- You can rest assured that our candidates have been assessed in terms of their skills, ability and aptitude;
- If a placement goes wrong for whatever reasons we will find you a replacement free of charge within the first six months of employment (Terms and Conditions apply);
- We don't need or want to waste your valuable time, so we won't bombard you with unsuitable CVs;
- We offer a dedicated account management whereby you will have one point of contact throughout the recruitment process;
- We have a vast database of candidates readily available;
- We will advertise the role in question for free, should we not have suitable candidates already registered with us;
- We offer benchmarking against core competencies;
- We offer short-listing, screening and selection of candidates;
- We offer free information at local level on salaries and benefits packages paid to office sector staff. Our Salary Surveys are regularly published giving comparisons by job role and geographical area across various industry sectors;
- Employment advice freely available, including employment law seminars;
- Fixed term contracts available;
- If a role needs particular software training then we can help;
- To ensure that you are happy with the service you receive we provide a regular service review;
- We are members of the Recruitment & Employment Confederation (REC), the only association representing the UK recruitment industry, thereby guaranteeing a reputable, quality recruitment service.

Quality Management

We are continually striving to perfect the service we offer to our clients and offer:

- Service Satisfaction programmes – enabling client feedback
- Preferred Supplier Agreements
- The provision of Management Information
- Service Level Agreements

For more information about the service we offer visit our website

www.delaneybrowne.co.uk

or contact

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Reading **T: 0118 959 2043 F: 0118 959 2042 E: all@delaneybrowne.co.uk**

