

Case Study


Welcome Gate



Head of Operations – Welcome Gate

Since its formation in 2003, Welcome Gate has built an excellent reputation for its vendor independent solutions and security systems integration services.

In 2019 the Board identified the need to expand and develop the company's engineering function in order to support the next phase of rapid growth.



Zitko has worked with Welcome Gate on a variety of resourcing assignments and we were appointed on a retained basis to resource a new key senior management role: Head of Operations.

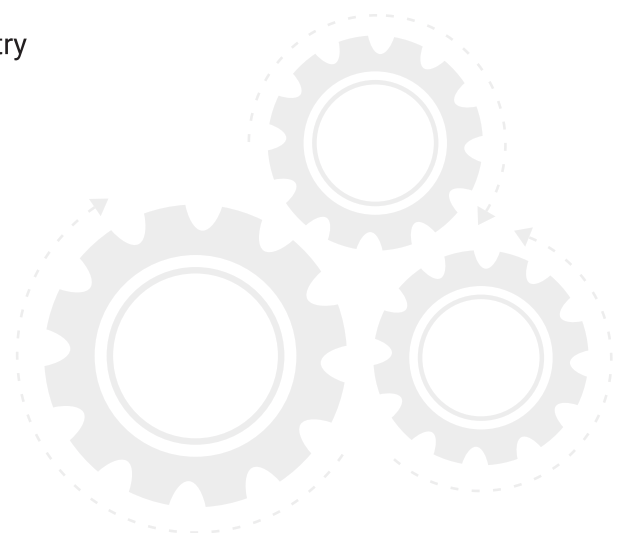
Profiling the 'ideal' candidate

This was by no means straightforward and we spent considerable Zoom time exploring the role with the Chief Executive, who was located in Sydney at the time.

Crucial to the role were the abilities to build and manage engineering teams; lead on infrastructure, efficiency and quality; support complex bids; to champion world class service delivery – all at a time of considerable business growth.

It was agreed that the ideal candidate could potentially come from outside Fire & Security, albeit from an industry which shares the same exacting approach to sophisticated engineering.

With this analysis we were able to initiate the search.



Our approach

We blended candidate (re)search with an advertising campaign that included LinkedIn videos and carefully written ads placed on selected professional job boards.

Our approach to advertising is to create meaningful ads which rather than simply regurgitating job specs, give solid reasons for ideal candidates to apply.



This paid particular dividends on this assignment, as the successful applicant responded to one of our ads.

Before going to market we also researched and advised on appropriate salary levels for the position, as well as supplementals such as benefits and conditions.

Casting the net wider

Given the complex blend of personal skills required we advised the client to interview a longer list of candidates than we would normally recommend.

We carried out initial evaluations and screening by phone. The client then interviewed 15 professionals just as the Covid pandemic hit its stride.

Interviews were held online, using a Covid secure process we developed. We kept in close touch with candidates to allay any concerns about the move due to the effects of the pandemic.

The assignment culminated in the appointment of an engineering manager from the aviation industry. He is now in post.



We are Zitko

We're your independent fire and security recruitment partner. We're straightforward to work with because we keep things simple. We find hard-to-find people for hard-to-fill roles across 6 key specialist areas:

- Security engineering
- Integration
- Fire
- Contract
- Sales
- Senior Appointments

How can we help your organisation?

Our market knowledge and contact network makes it possible to specialise in security tech jobs and talent on a global scale, focussing especially on the UK, EMEA and the US. We go big on the partnership approach and collaborate with some of the world's most highly respected and innovative organisations.

If you want to find the talent your businesses needs to succeed and grow, we can help you with that.

Let's talk

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