

Case Study

Horizon • Executive RPO

Enhancing Senior and Executive Leadership Talent Acquisition for a Leading Life & Pensions Administration Outsourcing Client

Client Overview

A leading global provider of Life & Pensions administration outsourcing services faced a critical challenge in maintaining and enhancing their competitive edge in a rapidly evolving market. With a workforce of over 10,000 employees and operations spanning administration of 20m+ Pensions policies, the client needed to strengthen its senior and executive leadership to drive strategic growth, lead new client service integration and commercial relationships, drive innovation, and deliver operational excellence.

Objective

The client sought a strategic partner to provide a Managed Executive Recruitment Process Outsourcing (RPO) service focused on attracting and recruiting top-tier senior and executive leadership talent. The primary goal was to fill key positions with high-calibre individuals capable of steering the company through its next phase of growth.

Challenges

- **Niche Market Expertise:** The Life & Pensions administration outsourcing industry requires deep domain knowledge, making it challenging to find leaders with the right mix of industry expertise and leadership skills.
- **UK Talent Pool:** Identifying and attracting the right progressive and dynamic senior and executive leaders with pensions specific expert experience in operations strategy and delivery involves navigating industry cultural, regulatory, and logistical landscapes.
- **Competition for Talent:** High competition from other leading firms in the financial services sector for top leadership talent and disparity between reward packages with service providers vs industry employers.
- **Alignment with Corporate Strategy:** Ensuring that new leaders align with the company's strategic goals, values, and culture.

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Solution

Selection of Executive Search Partner: The client partnered with ECR Global for delivering a Managed RPO service, known for its deep expertise and track record in the Life & Pensions sector and a proven history of success in their space.

Strategic Approach:

1. Comprehensive Needs Analysis:

- Conducted in-depth consultations with key stakeholders to understand the specific requirements, strategic goals, and cultural dynamics of the client.
- Developed detailed profiles for each senior and executive position, outlining the essential skills, experience, and leadership qualities needed.

2. Global Talent Mapping:

- Leveraged advanced data analytics and market intelligence to map the industry talent landscape, identifying potential candidates from both within and outside the industry.
- Focused on sourcing diverse candidates to bring fresh perspectives and innovative thinking.

3. Proactive Candidate Engagement:

- Employed a multi-channel approach to engage with potential candidates, including direct outreach, networking at industry events, and leveraging social media platforms.
- Highlighted the client's strong market position, innovative projects, and commitment to employee development to attract top talent.

4. Rigorous Assessment and Selection Process:

- Implemented a structured assessment process including competency-based interviews, network recommendation mechanisms, and cultural fit evaluations.
- Involved senior executives from the client's leadership team in the interview process to ensure alignment with company values and strategic direction.

5. Seamless Onboarding and Integration:

- Developed a comprehensive pre-onboarding program to help new leaders transition smoothly into their roles.
- Provided ongoing support and coaching to ensure successful integration and long-term retention.

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Results

1. Successful Placements:

- Filled 11 senior and executive leadership positions within 12 months, including critical roles such as Client Partner, Heads of Operations, Client Directors, Head of Risk, Transformation Directors.
- Secured candidates with a perfect blend of industry expertise, leadership acumen, and cultural fit.

2. Enhanced Leadership Capability:

- Strengthened the client's leadership team, enabling more effective strategic decision-making and operational execution.
- Improved the company's ability to innovate and adapt to market changes, driving competitive advantage.

3. Increased Diversity and Inclusion:

- Achieved a more diverse leadership team, enhancing creativity, problem-solving, and organisational resilience.

4. Positive Business Impact:

- Reported a 15% increase in operational efficiency and a 10% rise in customer satisfaction scores within the first year post-placement.
- Positioned the client as an employer of choice in the Life & Pensions administration outsourcing industry.

Conclusion

The strategic partnership and tailored Managed RPO service provided by ECR Global enabled the client to overcome their leadership recruitment challenges effectively. By securing top-tier senior and executive talent, the client not only bolstered its leadership capability but also positioned itself for sustained growth and success in the competitive Life & Pensions administration outsourcing market.