



Committing to quality

Badenoch & Clark has implemented a Service Commitment Charter to ensure we deliver the best possible service.

Our customers

In order for you, our customer, to have your expectations continually met and surpassed, Badenoch & Clark commits to:

- adhering to a maximum response time when we take on new vacancies. All clients will be contacted within two hours to acknowledge receipt and ensure a dedicated, specialist consultant is allocated to you
- your specialist consultant will give you an instant honest appraisal of their ability to recruit your role
- if the role is difficult to recruit, your specialist consultant will offer a tailored solution to fit your requirements
- access to an international database where all profiles are shared amongst the company, updated daily
- offer you assistance in writing interview questions, role profiles, competency frameworks and sound advice on the best recruitment processes or search methodology
- meeting clients on site to further understand the organisation's culture and environment
- meeting all clients that we have placed with on a regular basis to ensure feedback is two-way and productive
- obtaining your formal feedback on every client contractor every quarter and at the end of every assignment, which will be passed on to client contractors
- producing meaningful and insightful market intelligence on a quarterly basis where appropriate
- 100% accountability if there are ever any problems. Full account management structure should escalation ever be required
- ensure any PO/invoicing issues are eradicated – where there are issues, to resolve these within 48 hrs with a dedicated Account Manager allocated to the resolution



Our candidates

Badenoch & Clark has made the commitment that every candidate we place into a temporary, contract and permanent position:

- are either interviewed by a Badenoch & Clark specialist consultant prior to starting an assignment or alternatively they will be seen at their place of work within two weeks
- are given a placement pack with full details of key processes and contact numbers/emails in order to be paid correctly from week 1
- are 100% legally compliant before they start working on-site with a customer
- carry themselves in a professional and respectful manner throughout their time working through Badenoch & Clark
- will receive on-site visits from their Badenoch & Clark consultant throughout their assignment where appropriate
- are involved in a two-way formal feedback process with clients on a quarterly basis
- will be contacted a minimum of every two weeks to ensure that the assignment is going well and feedback is acted upon
- will have any payroll or placement queries acted on within 24 hrs of being notified
- receive an end of assignment exit interview where their details are shared across the relevant consultant population in order to act in their best interests, post-assignment.

Our applicants

Badenoch & Clark has made the commitment that all applicants:

- will have same day confirmation upon receipt of their CV, and a detailed response within 48 hours
- will be given an honest assessment of our ability to assist them with their career
- are sent information after their interview at Badenoch & Clark to confirm the processes and the service that they should expect
- will always speak to the candidate first, before submitting their CV for a particular position
- always get feedback on interviews, successful or unsuccessful, within 24 hours of B&C being given this feedback
- full interview preparation and interview technique advice is given
- full career profiling is conducted where appropriate
- will have a clear understanding of the market in which their consultant operates and the typical organisations they represent
- will have their CV/profile shared amongst both local and national teams in order to maximise the opportunity for that candidate
- will have every conversation with a B&C consultant logged and recorded, thus reducing any duplications and ensuring consistency and transparency



Our specialist recruitment consultants

Specialist consultants at Badenoch & Clark work in an environment where we see clients & candidates as one customer. In doing so we place a huge emphasis on a long-term relationship with professionals throughout their career. Given this refreshing outlook our investment in our people is our biggest differentiator. Badenoch & Clark ensures all recruitment consultants:

- receive specialist training (external & internal) to ensure they have market knowledge and a specialist technical understanding of their sectors
- will attend the Group Academy where consultants attend a 1 week, off-site academy where they are trained on the key legislative and basic recruitment policies vital for them to be successful
- receive a minimum of an additional five days training per year (market-specific)
- will participate in daily team meetings to discuss “live” roles and available candidates ensuring the local team are fully aware of key matters
- have structured monthly meetings to review their business coupled with quarterly professional development programs
- have multiple (market-driven) career paths which foster long-term consistency and high levels of retention working for B&C
- contribute to a yearly Great Places to Work study, giving them the ability to influence the shape of their business
- will receive commission in line with delivering a high level of customer satisfaction where their manager/director will ask for regular customer feedback
- have regular access to the UK board in order to ensure any concerns are escalated with immediate effect
- access to a strong mentoring programme
- receive quarterly communications on the businesses progress alongside key customer acquisitions
- are supported by a large shared services team who have dedicated points of contact per customer
- receive support, motivation and encouragement from their colleagues, teams, management and Badenoch & Clark
- are given responsibility and are trusted to be accountable for their actions

Our on-going commitment

This Commitment Charter was drawn up by recruitment consultants at Badenoch & Clark, having accumulated and assessed feedback from many customers and colleagues.

- The consultants would like to ensure that the standards contained within this document are maintained. Consequently, we will be reviewing and seeking feedback regularly.



If you would like to give us specific feedback on this, please get in touch with

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