

OUR PROCESS

How a search runs, from signature to start date.

This document explains what happens once a search is signed, what you will receive and when. Every retained permanent search follows the same core process. We start from our own mapped market rather than a blank page, work to a fixed weekly rhythm, and stay involved until the guarantee period ends.

24 HOURS From intake call to written search brief	WEEKLY Written update and a live call, every week of the search	2 TO 4 WEEKS To a shortlist of 3 to 5 qualified operators	UP TO 12 MONTHS Replacement guarantee, depending on seniority
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THE SEVEN STEPS

01 Intake and benchmarking

Once the engagement letter is signed, we hold a structured intake call. Together we agree the profile, competencies, timeline and compensation, and we benchmark them against current market data before we write anything.

02 Search brief

Within 24 hours of the intake call you receive a written search brief: the opportunity, the role in full, the non-negotiables, a competency scorecard, our sourcing plan, compensation and the interview timeline. We go to market only once you have confirmed it.

03 Sourcing

We start with our own mapped database and network, organized by platform, brand and direct competitor. Most of the operators we approach are already in role and not looking, so we do not rely on job boards or inbound applicants. Our network also refers operators who have worked alongside the people we are assessing.

04 Weekly updates

Every week you receive a written update: how many operators we have mapped, contacted, heard back from and longlisted, what we are learning from the market, and a candid view of where the search stands. Each written update is followed by a live call.

05 Shortlist

Within 2 to 4 weeks you receive 3 to 5 qualified operators. Each comes with a full written profile, not a résumé. We write every profile ourselves from structured interviews and evidence gathered through the process, then score it against the competency scorecard in your search brief. Each profile covers career history, compensation, availability, relocation, non-compete position and any other processes the candidate is in.

06 Interviews, references and offer

We run the process end to end: screening, your interviews, final stage and offer. We check tenure and track record before a candidate reaches you, and formal references run in parallel from the second interview onward.

07 Start, check-ins and guarantee

We check in with you and the new leader at 30, 60 and 90 days after the start date. If the placement does not work out within the guarantee period, we run the replacement search at no additional cost. The guarantee lasts up to 12 months, depending on the seniority of the role.

AT A GLANCE

INTAKE CALL	Within days of signing
SEARCH BRIEF	Within 24 hours of the intake call
UPDATES	Weekly, in writing, plus a live call
SHORTLIST	3 to 5 operators within 2 to 4 weeks
REFERENCES	In parallel from the second interview
CHECK-INS	30, 60 and 90 days after the start date
GUARANTEE	Up to 12 months, depending on seniority
FEE	Flat, fixed at signing, never tied to the final offer

QUESTIONS BEFORE YOU SIGN?

Ask them on the first call, before the engagement letter rather than after it. The partner you brief is the partner accountable for the hire.

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