



tlguk **wins** university challenge

City University has built a reputation as an important training ground for business and the professions.

The Good University Guide 2007 ranks City University fifth out of 113 UK institutions for the employability of its students.

At the heart of its day-to-day operations is a central IT support team providing services for more than 23,000 students and 2,000 staff members.

Challenge

The challenge for TLG UK and City University was to deliver a rapid expansion of the IT support team recruiting new members with the necessary blend of technical ability, compatibility and willingness to hit the ground running within restricted timescales.

What they said about us...

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TLG's comprehensive solution has included:

- writing and placing initial advertisements
- sifting replies from more than 1,000 applicants against identified attributes and characteristics
- conducting first interviews including assessments of technical ability according to specifications designed by City University
- providing detailed profiles of short-listed candidates and director support at the second interview stage
- continuing support for both the IT support team leader and new recruits after successful placements

Success

The project was completed on time and on budget. City University is continuing to develop a long term relationship with TLG as a chosen technology recruitment partner.

Omid Shiraji, head of City University IT support team:

“With the short timescale that I had to place a large number of candidates, I can honestly say that TLG’s contribution was fundamental to my success in filling my vacancies. They were a vital and pivotal part of our recruitment process. The new team members have settled very quickly and brought a wealth of experience from a range of sectors to enhance and contribute greatly to the IT service we are now delivering.

“They are available, professional, friendly and extremely knowledgeable”

“One of the most important things for me as a recruiting manager is to be kept informed but not hassled – something that TLG managed to do very successfully.

“I have constructed an exceptional working relationship with TLG – from their junior recruiters through to their managing directors.

They are available, professional, friendly and extremely knowledgeable about the industry. This makes building a business relationship very straightforward and, most importantly, bodes very well for longevity.”

Phillip Males, senior recruit to the City University IT support team:

“My contact with TLG was my first experience of working with a recruitment consultancy. I’d been in my last job for around eight years but we had just had a child and I wanted to improve my prospects. “TLG always kept me up to date and I was never left in the dark. I had a lot of contact with one of the TLG recruiters who gave me pep talks and built up my confidence when I needed it.

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“I’m now in the IT support team but doing more project work which is what I really wanted to do.”

TLG’s services include permanent and contract recruitment, executive searches to board level, managed teams, competency-based interviews and technical and psychometric testing of candidates.

Further details can be found by visiting www.tlguk.com

Please contact us by telephone on 0871 550 2295 or by email at mail@tlguk.com