

AN INTRODUCTION TO **INTERIM MANAGEMENT**



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Introduction

We believe that people are at the heart of an organisation. That’s why we’re committed to finding you the right fit. Solace in Business has been helping public sector organisations to recruit the highest calibre of interim managers and consultants for nearly 20 years.

Our unparalleled expertise, first-hand knowledge of the public sector, and access to the largest network of local government and public sector professionals in the UK, make Solace in Business the recruiter of choice for authorities and organisations that work alongside local government and the public sector, across the UK.

We take pride in our values-led approach, the extensive experience of our professional recruiters, and our trusted networks, all of which give us an unrivalled insight into both the public and private sectors. Whatever the assignment, you can rely on us to consistently deliver high-quality recruitment outcomes. Offering a market-leading approach, which adds value at every stage of the project. From the outset, our quality and flexibility sets us apart. Clients often remark on our talent for building open, authentic and professional relationships.

The service provided by the staff at Solace was excellent, with a number of well qualified and experienced candidates being put forward. What I really appreciated was the time and trouble they took, to ensure they fully understood my requirement. This was both from a professional and behavioural perspective.

Mark Parkinson, Interim Strategic Director, Armagh City, Banbridge and Craigavon Borough Council

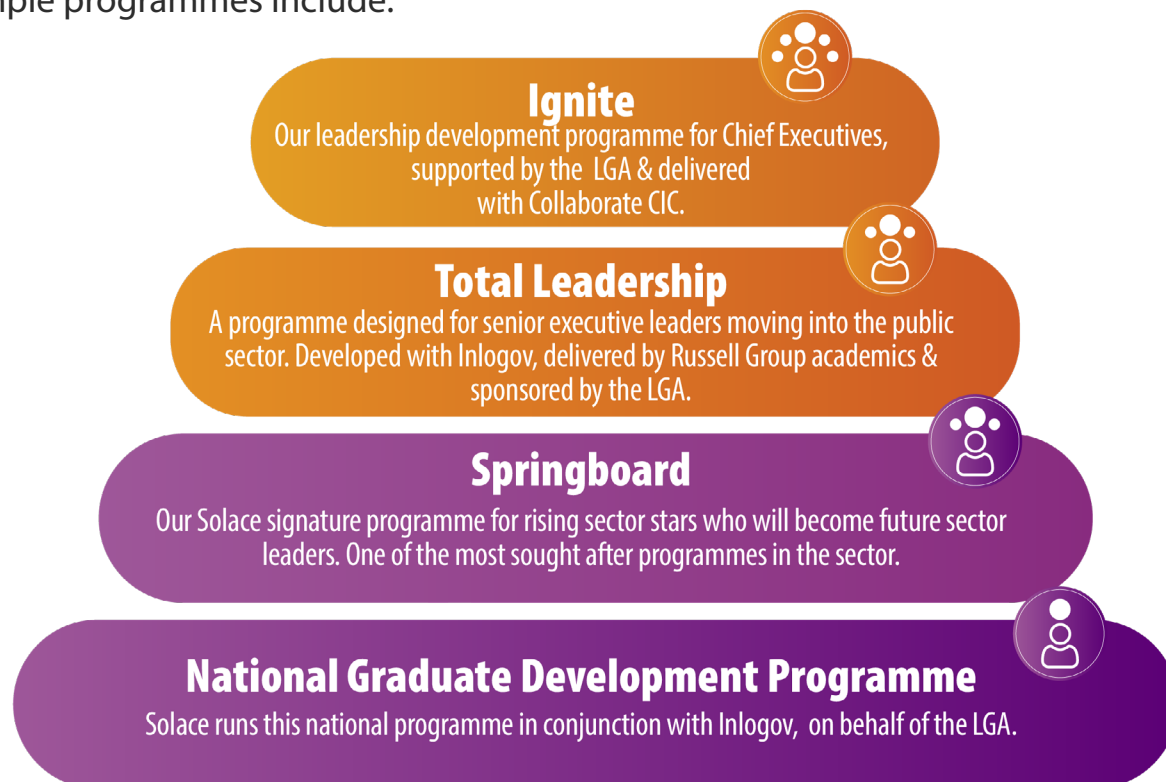
What Sets Us Apart?

Solace in Business is different to all the other recruitment agencies in the market. When you work with us, you'll also gain access to Solace, the UK's largest membership network of local government and public sector professionals. But what does that mean for you?

Quite simply we can also add value in ways that other recruiters can't. For example our Solace Policy Leads and Boards enrich our sector intelligence, and our business partner programme facilitates access to the private sector, offering a broader insight into current challenges and thinking relating to local government.

Beyond this, Solace also offer some fantastic learning, leadership and development opportunities with many of our candidates having attended one or more of our workshops, programmes or development days. Solace also run a series of highly competitive programmes for the best and brightest individuals within the sector, meaning that we have direct access to an established talent pool, across all stages of an individual's career.

Example programmes include:



And last but by no means least, because we are a "profit for purpose" organisation, none of our team works on commission and all surpluses are reinvested to support the above activities.

SOLACE IN BUSINESS recruits the **very best candidates** into local government and public sector organisations.

We also **REINVEST** our profits back into the sector, meaning that the people at the heart of organisations such as your own are supported to grow as professionals and individuals. **We're on a mission to build a better sector.**



Meet the Team

Interim Management and Consultancy is led by Jessica Mullinger and supported by a team of recruitment specialists. Unlike other agencies, none of our team work on commission, meaning you can be confident that the services we recommend are impartial, as they carry no personal financial reward.



Jessica Mullinger
DIRECTOR



Nicola Chiverton
MANAGING CONSULTANT




Gemma Stevenson-Coupe
CONSULTANT - TALENT
ACQUISITION & DEVELOPMENT



Beth Roberts
ASSOCIATE CONSULTANT




Karishma Vakta-Smith
ASSOCIATE CONSULTANT



Kayleigh Stoppard
ASSOCIATE CONSULTANT



Jessica Stanley
ADMINISTRATIVE ASSISTANT



Claire Cleaver
BUSINESS SUPPORT ADVISOR

[The] initial brief and ongoing support were excellent throughout. The Solace team are a pleasure to deal with.

Kevin Meagher
Solace Associate

How We Work



Market intel

In an industry that's ever-evolving, we take care to ensure we can provide you with the most up-to-date marketplace knowledge, which is enhanced by our own professional networks, the Solace membership body, as well as our extensive associate network.



Tailor made solutions

There's never been a more important time to be adaptable. We offer flexibility with all of our services, so whether you're looking for a cradle to grave service, assistance with virtual recruitment, or anything in between, we're happy to tailor a solution to suit your requirements.

[The Solace Interim Manager] really is a brilliant interim and I cannot speak highly enough of his skillset and the value he is adding to [our organisation]

Assistant Director: Digital and Change,
South England Authority



Search & selection

At Solace we work hard to ensure that we have a register of excellent quality interim managers/consultants, able to meet the challenges of a rapidly changing public sector environment. We take a targeted approach to selection, identifying quality, highly experienced and politically astute people, and staying in contact with them as they consider their career options. We do not rely solely on generic advertisements or reactive database population; we use the wide range of networks available to Solace and maintain a close eye on market trends to ensure that we always have the best candidates available to satisfy every change in market conditions.

Such is the importance that we place on our interim talent pool, we have an appointed Talent Acquisition Consultant, dedicated to ensuring that our interim talent pool is well matched to market requirements at any one time. Informed by our Solace Membership as well as the policy, executive search and development work of the wider Solace Group, our Talent Acquisition Consultant is at the cutting edge of market changes and continually focuses specialist search and targeted advertising activities in areas of high demand or low supply.

Each new project requires a robust search, using all available networks. Relevant candidate CVs are thoroughly vetted and a candidate's background and experience is further tested through direct interview to ensure only the best pool of candidates reaches the client at the end of the search process. We have a thorough registration process for our interims/consultants and a rigorous due diligence process, which includes Google background checks, reference checks, qualification checks and documentation checks to prove identity and Right to Work, for example.



Timescales

We endeavour to work alongside the client to ensure their specific timescales are adhered to. In general, our candidate search and selection activity takes 48 hours on average, after the client briefing call. We have a strong team of consultants, associate consultants and business support advisors who undertake this activity to ensure that the widest possible pool of candidates is reached in the quickest timeframe. For a more difficult role the selection period can take up to 1 week, depending on candidate availability for screening.



Appointment

We support clients through any interview and assessment process and throughout the entire life-cycle of a successfully appointed contract, keeping in regular contact with both client and candidate until the successful completion of the deliverables identified.



Supporting client organisations

Using a bespoke and focused software infrastructure, our team operates in a knowledgeable, responsive and flexible way. For every project we appoint a lead consultant, who acts as a single point of contact, this ensures a clear communication path for our clients and candidates.

We have a 'right-first-time' approach, which ensures a high quality and value-added process, irrespective of the size and shape of the client organisation or contract. We have a solid infrastructure of ISO 9001 approved systems and processes which provide a solid foundation on which we build our service. We are also a member of the Recruitment and Employment Confederation (REC) and we are audited annually to ensure our systems and process follow industry best practice.

We place enormous importance on the way we communicate with candidates throughout each and every recruitment process, providing full and frank feedback wherever it is available to us. We strive to protect the reputation of the client organisation in our every communication with candidates and this effort is regularly acknowledged in the annual Institute of Interim Management (IIM) Provider Survey, where we are consistently voted a "platinum" provider of interim services.

In 2022 we were placed 6th out of over 80 providers nationally.

Case Study:

Interim Head of Highways – Royal Borough of Windsor and Maidenhead

On 17th November we received a very confidential brief for an interim Head of Highways at RBWM. We did not advertise the role due to the confidential nature of the requirement, but we started an immediate headhunt using our networks and referrals, followed by a search on our database and LinkedIn.



We contacted 36 people to discuss the role in confidence (25% of these people were from under-represented groups).



On 18th Nov we obtained permission from 11 shortlisted candidates to send their names to the client to support the client's thinking around the requirement (over 50% of this longlist were from under-represented groups).



Over the next 24 hours we continued to interview, sift, and carry out due diligence checks and on 19th Nov we submitted a final shortlist of 5 candidates (40% from under-represented groups).



We supported the client and candidates through the interview stage and then rates negotiation and appointment.



The selected candidate was in post for 6 months and then the contract was extended for another 3 months. We kept in contact every month following the agreement of a communications plan with all parties. This client has subsequently returned to Solace for additional recruitment exercises.

Case Study - Testimonials:

Interim Head of Highways – Royal Borough of Windsor and Maidenhead



From the Client



We were looking for an interim Head of Highways at short notice and Solace very quickly provided a really diverse shortlist of potential candidates that all met the person specification we provided. I was very pleased with the quality of the candidates, and the support provided by Solace throughout the process.

**Hilary Hall – Director of Adults, Health and Housing.
Royal Borough of Winsor and Maidenhead**



From the Associate



Solace is a first rate organisation and were pro-active in nominating me as an interim suitable for RBWM and supportive throughout my time there. My regular monthly progress review always happens and the organisation is proficient at keeping in touch and administering my activity sheet.

I also know RBWM values Solace’s keeping in touch approach and professionalism in ensuring the assignment works for both me as an interim and meets the objectives of the Royal Borough.

**Simon Dale – Interim Head of Highways
Royal Borough of Windsor and Maidenhead**





Get in Touch



If you are interested in working with the Interim Management team at Solace in Business, or would like more information about our services, please feel free to get in touch using the details below.





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For more information about Solace, please feel free to visit our website or follow us on social media.



solace.org.uk



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