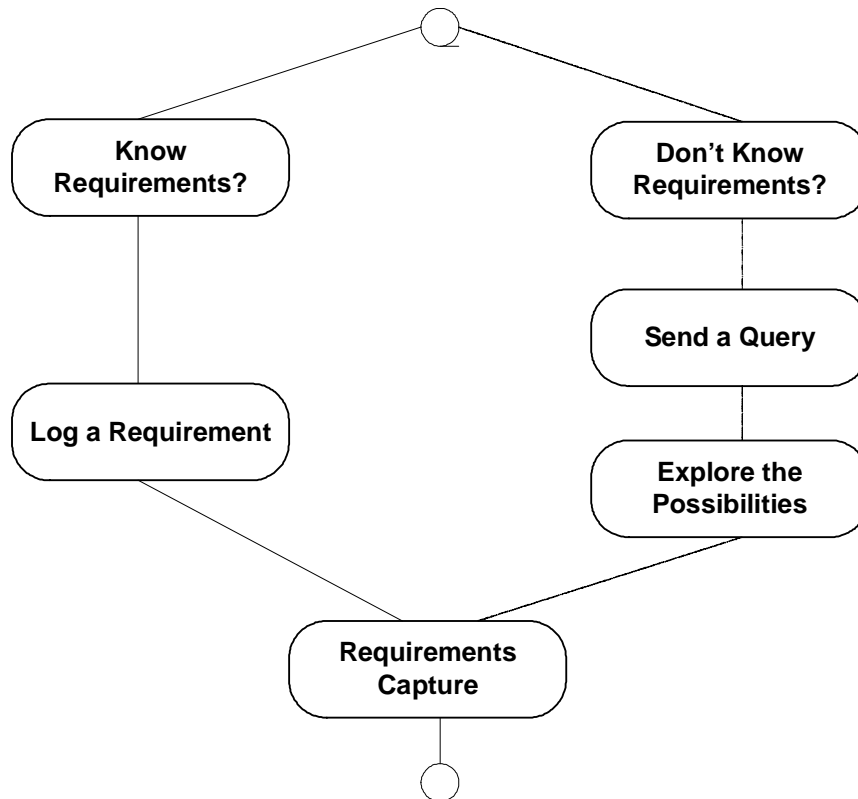


Client Services

Work with arras

The initial contact process takes you through the first steps you'll undertake when contacting arras.



The pre-select process will let you know exactly what you'll need to do to get your resource on board

Know Requirements?

If you know exactly what kind of project office support resource/s you're looking for and have a job specification ready which also highlights the key skills you need in a resource, you're ready to get in touch with us and start the process of finding the right person.

Log a Requirement

Our easy to use 'Log a Requirement' form allows you to tell us the basics about the role (location, start date etc) and yourself (contact details, company details) and the more specific details (skills needed, type of role etc). This is the area where you also attach your job specification and any other relevant information (organisation structure, company information

etc). The job specification and any other information you can share with us really lets us know more the kind of person you're looking for both skill wise and personality wise. Once we have received your information we'll contact you to carry out the 'Requirements Capture'

Don't Know Requirements?

If you're unsure about the kind of project office support resource you need or you would like some advice on making the right choice, arras can work with you to make sure you have all the relevant information to assist you in making that choice.

Send A Query

All you need to do is drop us a few lines from our contacts page - tell us your contact details and a few words about what you're looking for. This can be anything within our services portfolio. We will then get back to you to start 'Exploring the Possibilities'

Explore the Possibilities

arras can help you explore the ideas you have in mind and find out more about what your project, programme or organisation needs. If it's simply a resource need you have, you can view some of our job specifications to help match your requirements to a role. arras will help guide you through the process of realising your exact needs to the point where you're ready to find the resource you're looking for. If you find you're looking for something other than a resource please view our services portfolio to see which other areas we can assist with.

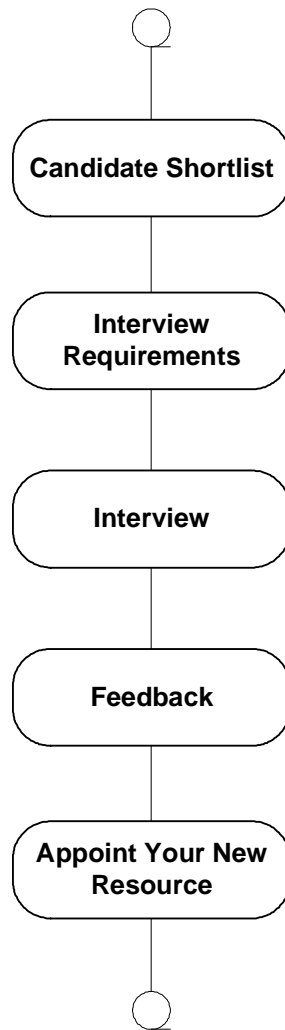
Requirements Capture

The requirements capture process is fundamental to making sure the candidate shortlist we provide matches exactly what you're looking for. We will talk through your requirements to gain more understanding about:

- the type of projects/programmes your organisation runs
- the type of organisational culture and ethos you have
- the types of methodology and processes you use
- the level of project management maturity your organisation has reached
- the types of project office support personnel you may already have
- the results or aims you want to achieve

Carrying out the requirements capture will allow us to build an accurate skills profile which is then used to find the right candidate for you. At arras we like to encourage as much communication as possible at this stage and this can be achieved by the preferred method you pick (phone, electronic, meeting)

Take a look at the pre-select process - the process which takes you through the shortlist, interview and selection of your new resource



Candidate Shortlist

Following the creation of your individual tailor made skills profile for your requirement, arras will begin the selection of candidates that will form the basis of your candidate shortlist. As part of the requirements capture you can specify how many candidates you would like to see on your shortlist. This will allow you to pick a maximum amount based on the amount of time you can give to the recruitment process. All potential candidates are only considered if their skills profile matches yours (95%-100%).

Each candidate shortlist comes with a candidate overview, career profile (inc. education, qualifications, experience etc) and a skills profile. The skills profile shows both your requirements and the candidates match areas.

The candidates shortlist can be communicated through the media you specify, whether that is electronic, post or fax.

If you think there is some information missing on a particular candidate's profile or you would like to know more about a particular area on someone's profile, you can do so by contacting us. This allows you to make sure your interview choices have been made using all the information provided by a candidate, helping you to find the person you think is right for your role.

Interview Requirements

At arras we like to make sure every detail is thought about and prepared to ensure the smooth running of selection, especially the logistics. Preparing the interviews allows you to specify how many candidates you would like to see with the amount of time you have available. You can also specify candidate order based on your own preferences. Letting us know your availability will allow us to advise you on the best usage of your time.

Interview

If you haven't conducted interviews with project office support resources before, arras can provide an interview crib sheet based on the role you're recruiting for. This interview crib sheet has shown its success in helping interviewers get the most out of their interviews and aid the decision-making process.

If you have any other requirements around the interview process please let us know.

Feedback

At arras we believe that feedback plays a crucial role in the overall selection process. It allows us:

to understand more about you as a client, your requirements, expectations and aims

to inform any successful candidate of the areas and experience which were of particular importance to you as well as your expectations for the new starter

to give constructive useful feedback to unsuccessful candidates, feedback which they can use to gain any career or skills development.

Appoint Your New Resource

arras carry out a number of processes with the candidates (candidate arras process) which include all the relevant checks prior to the interview stage. You can be assured that everything is prepared by us and ready for the appointment to go ahead.

Relevant information will be needed from yourself with regards to start times, location, contact names etc and an information pack is available from arras on request to assist you on making the first days successful.

Administrative processes will also begin at this point, and arras ensures that any contract of services is provided to you quickly so the appointment can get underway.