

A continued investment in training & development sees a record year despite Covid-19

Introduction

Science Solutions Recruitment (SSR) was launched in February 2014 by a team of Directors who had previously worked as highly successful billing specialists within large corporate recruitment companies.

Since launch, the company has grown considerably, with a change of Director, as well as the addition of a team of specialist consultants and the creation of a dedicated management team. The business now boasts over 60 years' combined recruitment experience covering a wide variety of scientific disciplines and provides support to a diverse range of clients and candidates right across the UK.

The Challenge

The Science Solutions directors are ambitious and wanted to grow their business. To achieve this, they knew they needed a cohesive leadership team all pushing in the same direction from a strategic point of view, whilst ensuring their agreed strategy could then be translated to ensure the success of the day-to-day operational performance of the company.

As the company has grown, this need has intensified and the directors wanted to instil a robust and valid culture with this cohesion at its core. One that would allow them to focus their energy on strategy by handing the operational day-day activity over to their management team with the full confidence that this would help to grow the business and the skills of the managers too.

SSR has now worked with Dominic since their early days as a relative newcomer to the scientific recruitment market. The story of that early work is covered in our case study 'Executive coaching contributes to over 45% revenue growth year on year' which you can [read in full here](#).

In a nutshell, Dom's early input allowed the Directors to grow as a team, allowing them to evolve from being high performing billers to transition fully into the role of director with the right combination of skills and behaviours to operate successfully as a senior level team. The success of this initial top-level coaching has now been rolled out to the management team

The Results

The more recent dissemination and refinement of training topics with Dominic's input has allowed for further development of the staff and their individual careers with SSR. Likewise, the evolution of the induction training since the early days of implementation has driven the culture and values to become truly embedded within the business.

“Dom’s support, particularly during the pandemic, has played a key role in helping us to achieve a record year for SSR. We have ambitious growth plans and he is instrumental in supporting that, getting new starters fully on board and everyone embracing the culture has allowed us to create a unified team, which benefits both the business as whole and each individual. A factor that has been so important during this challenging time.

This last year has seen some of the team have their best results ever which I firmly believe is a direct result of Dom’s input and perspective. Most notably the change for our management team from having a recruitment consultant mindset to a management one has been a fundamental part of that.”

Joseph Mulligan, Strategic Growth Director, Science Solutions Recruitment

“Dom has been a really important part of my career & personal development over the past 3 years. His training & mentoring are invaluable, I wouldn’t be where I am today without his guidance & support. I’ve always struggled to feel engaged in training sessions, however with Dom, he tailors these to each person’s learning style to make it engaging and easy to understand. Dom has not only helped me in my role as a recruitment consultant, he has also assisted me in developing me to become a future leader, to be able to manage and lead a team effectively, ensuring they consistently exceed targets. I couldn’t recommend him enough!”

Stephanie Houghton, Lead Scientific Recruitment Specialist

In terms of growth and turnover – there has been more staff turnover but in a positive way – individuals joining the company who have the right mix of personality, soft skills and experience that closely fits with the culture of SSR.

And there has also been a cultural shift to a more consultative led approach to working with clients. This too is now being driven by the management team, rather than the directors, as these managers each continue their own personal development plans. Those consultants who are stepping into a management role historically kept getting drawn into recruiting – their obvious comfort zone. With Dominic’s support these individuals are now able to maintain a more strategic rather than reactive perspective by prioritizing management over recruiting. In turn, this has allowed the directors to confidently hand over the operational reins of the business so they can truly focus on strategy to leverage growth and new market sectors while key individuals step up to take on team management roles.

The result of this cultural shift is that the directors are now focused on running the company, rather than working in it. Joseph Mulligan, one of the SSR directors, explains: “Working with Dom has allowed both of us as directors to really focus on running the company rather than predominantly working within it. He has given us the perspective to do so and contributed to our ability to look to the future, and see the bigger picture. To give this some context, Dom drops us off at the top of the mountain – then asks us to look back to see what steps we need to take to get there. He has a great understanding of where to get to, as well as the how, and offers this form of coaching throughout the business – and always very mindful of the steps needed by different roles and the individual in them so they each stay on track with the end goal.

This evolution of the business has allowed SSR to generate higher levels of revenue across the different divisions with a record year achieved in February 2021, despite the obvious impact of Covid-19 on both their business, that of their clients and the scientific sector as a whole.

While many businesses put a halt to training as budgets were tightened in 2020 and people were furloughed or worked remotely, the Directors at SSR had seen Dominic’s training contribute to growth year on year so adapted and continued with the training programme and achieved a record year during a global pandemic. They see him as an integral part of the business, even more so during this difficult time, as his approach and style of delivery, which they feel was very targeted to each of the individuals, continues to enhance the skills of each team member and further embed the SSR culture.

“Dom has supported my development from lead consultant to manager through training modules, coaching & support. This has enabled me to be more effective in billing, leadership, strategic & management. The training is tailored to suit me as an individual, my team and also my market. Most impactful for me has been the leadership course to support my transition into a managerial role. Dom’s experience, personality & supportive approach make for an enjoyable, engaging, yet still challenging training programme. Highly recommended.”

Simon Fowler, Head of Pharmaceutical Recruitment

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