

Joe Brown

Talent & Community Strategy | Executive Search | Account Management | Resource Management

A commercial, dynamic & culture-conscious Talent Consultant with an extensive track record supporting global leaders in various industries with business-critical transformation. Strong track record delivering projects and process improvement to innovate talent acquisition functions to become more successful and cost-efficient.

Education

- University of East Anglia | Marketing & Management (BSc) – 2:1 | 2015 – 2018
- Hertford Regional College | Level 3 Extended Diploma in Business – D*D*D | 2013 – 2015

Significant Achievements

- Delivered a headhunting campaign for a variety of eCommerce & Business Change vacancies for Burberry to drive their future digital strategy
- Headhunted a complex Change Director requirement for NTT Data to drive a large global restructure consolidating five business entities into one
- At La Fosse Associates, maintained #1 in the business for placements delivered from month 2 right through to the end of my tenure
- Managed a successful project at Harrods to assess resourcing processes and implement new candidate sourcing & management tools for improved delivery
- Expanded multiple key clients at La Fosse Digital Outcomes through recognising that no account management structure was in place and filling that gap. I expanded one particular client from 1-6 consultants single-handedly and negotiated spend agreements with their procurement function amounting to over £750,000

Professional Experience

La Fosse Digital Outcomes

Talent & Community Lead

Jan 2022 – Present

Digital Outcomes is the consultancy sister business to La Fosse Associates, I was brought back as a key growth hire for the business – accountable for building cross-functional and multi-disciplined project teams alongside the growth and engagement of our consultant community.

- Built the project team for an O365 Tenant Consolidation initiative with one of the world's largest multi-media conglomerates, delivering 7-figure revenues to the business.
 - The project was the largest that Microsoft had ever been involved with, covering 130,000 global users, and was delivered end-to-end inside 18-months
 - The Digital Outcomes project team reached 32 contractors at its peak
 - The success of this team won us another global project where I increased our overall margin from 17% - 30% whilst also improving client satisfaction
- Scaled a team of 11 consultants in End User Technology including Project Management, Infrastructure Engineering, Mac & Windows Specialists and a Support team. Delivered under tight timescales, working directly with the CIO based in the US. This team are currently delivering a Modern Workplace/Gold Standard Devices project across over 100,000 users.
- Resourced a team of Senior Mobile Engineers (React Native) and a Tech Lead to deliver a bleeding edge micro-front-end transformation for a client in the electric vehicle/charging space
- Designed and led a business-critical communications project to bring on a new collaboration platform for our consultants. Implemented Slack as a result and have been responsible for User Adoption

Mobile: 07377 543650 | **Email:** jpbprofessional@outlook.com | **Location:** Birmingham, UK

- Delivered a business-wide email rollout and then domain migration affecting 100 users, including communications and change management
- Key liaison to the systems team for the Bullhorn (CRM/ERP) implementation project, championing the interests of the Digital Outcomes business, documenting requirements and driving them through to implementation. This included automation for onboarding, contracts and forecasting processes
- Championed a new business partnering initiative across the La Fosse Group, prompting a change in organisational structure to suit the new multi-service business model and resulting in a drastic improvement in process efficiency
- Due to lack of account management capability and capacity within Digital Outcomes, I took on account management responsibilities with many of our key clients across global locations, up to group board level. Each client I took over as Account Manager has since significantly increased in revenue generation
- Hired and line managed an Operations Co-ordinator to support a heavy BAU and project workload internally.
- Expanded a small bio-research client from 0-6 consultants, delivering over £750,000 of annual recurring revenue. Negotiated critical dispensation agreements allowing us to bypass clunky public sector procurement processes.
- Responsible for maintaining master spreadsheet to track project cost, utilisation, resources and revenue.
- Supported a Private Equity backed scale-up business in the Insurance industry on a major Data & Technology restructure, where Digital Outcomes were engaged to build 3 new teams within the organisation; Platform, MI & Analytics and Data Management. Worked with the client's Director of Data and Technology to put together a resource plan consisting of 8 senior interim resources across the 3 new teams, augmented with existing permanent staff client side.
- Owned various business processes, responsible for process design and continuous improvement including (but not limited to); end-to-end Recruitment, onboarding & offboarding, event management, ATS & CRM management, timesheet submission & approval management
- Designed and implemented a comprehensive contractor handbook instructing new consultants on ways of working, tools, conduct expectations, "who's who", etc.

Executive Network Group

Senior Research Consultant – Executive Search & Interim

May 2021 – Jan 2022

- Led initiative for new CRM software Vincere by building a business case and presenting to the board. The solution was implemented across Executive Network Group but also across the whole of Pertemps Recruitment Group.
- Partnered with a global insurance firm delivering 4 critical searches in a short timeframe, 3 Global Business Development Directors (2 in UK, 1 in the Netherlands) and 1 Head of Finance (Netherlands).
- Placed a critical resource from my network to pioneer a post-pandemic employment recovery programme for a London local authority. The project was so successful it was adopted across government, gained attention from the Prime Minister and Mayor of London and was featured on BBC News.

Harrods

Resourcing Consultant (Contract)

Nov 2020 – May 2021

A 6-month initial contract to support large-scale change for Harrods. Supporting recruitment for technical Head Office functions including: Digital Technology, Strategic Analytics, Architecture & Networks and Infrastructure.

- Managing stakeholder relationships to board level, quickly building trust through exceptional delivery
- Assessing candidate attraction processes, identified gaps and implemented improvements
- Project Managed the procurement, testing and implementation of CV Database and Job Board products, analysing suppliers and making strategic recommendations to the business - resulted in significant improvements to the team's delivery
- Headhunting active and passive candidates using a variety of sourcing tools including LinkedIn Recruiter, Job Boards, CV Databases and the HRIS (Workday)

Mobile: 07377 543650 | **Email:** jpbprofessional@outlook.com | **Location:** Birmingham, UK

- Advising technical teams on ATS (Workday) functionality, and configuration changes

La Fosse Associates

Sep 2018 – Aug 2020

Delivery Lead – Interim Change & Transformation

Aug 2019 – Aug 2020

Delivery Consultant – Interim Change & Transformation

Sep 2018 – Aug 2019

Leading Candidate Delivery within the Change & Transformation Division. Solely responsible for supporting 5+ sales consultants including the company's top biller. Key deliverables include:

- 1.2 interviews for every CV sent (1.2 : 1 ratio)
- Record-breaking first month in Recruitment with 5 contract placements made
- Planned, pitched, designed and implemented new structure and ways of working for Delivery at La Fosse. Created a central delivery team for the Change & Transformation function, allowing us to service more roles, with higher quality control, at less internal cost (the central delivery team needed only 3 consultants as opposed to the 5 previously required)
- Worked with multiple blue-chip clients such as; Lego, Cushman & Wakefield, Knight Frank, Apple, Burberry, Michael Kors, Upfield, Dr Martens and LVMH
- Collected, analysed and reported on large sets of recruitment data to support data-driven decisions
- Re-designed and delivered the Resourcing training programme for new Associates, which formed part of a multi-award-winning L&D programme
- Reached 35 contractors out at peak, generating a total of £66,000 in monthly revenue

Endorsements

- "Joe placed me in my latest role at Burberry. He is very professional in a genuine way, and unlike some other recruiters I've worked with I've found Joe maintained regular contact to keep me updated on the process. I look forward to working with him again in the future"

Sanjeev Johal - Business Analyst @ Burberry

- "I was contacted by Joe for a contract role that seemed like a great fit in terms of my experience and skill set - and I got the job within less than 2 weeks! Joe was great in all aspects; he was professional, informative, friendly, a good listener, and regularly kept me up-to-date during the process. I definitely recommend Joe as a recruiter and would work with him again in the future."

Susan Mahdaly - Project Manager @ Dr Martens