



With 80 branches, Office Angels is one of the UK's leading recruitment consultancies specialising in secretarial and office support staff. Each week 8,000 people find short term assignments while more than 9,000 people are placed in permanent jobs each year. At every step candidates are guided through the recruitment process by experienced and qualified consultants.

Market

The UK recruitment market is dominated by temporary and contract business (88 per cent), with the industry turnover valued at £22.5 billion between April 2008 and March 2009. The total number of placements in both temporary and permanent sectors now equals 1.7 million (Source: Recruitment Employment Confederation (REC) Recruitment Industry Trends 2008/09). Unsurprisingly, the economic downturn has caused a contraction in the market from its peak in 2007, as the sector is closely linked to the strength of the economy. Even though 2008/09 has been tough for the industry as a whole, the downturn has created opportunities for recruiters to demonstrate the value they can provide to both their clients and candidates.

Product

Office Angels provides clients with both assignment and permanent staff across a wide range of secretarial, administrative, financial, call centre and customer service positions. Jobseekers follow a thorough and formal procedure from registration through to assignment which includes an in-depth interview, skills evaluation and online training courses.

To gauge candidates' abilities, Office Angels uses a skills evaluation system that allows consultants to assess the fundamentals, such as PC skills, but can also create tailored tests to reflect a client's requirements. Through working closely with candidates and providing them with continued support, Office Angels lives by its belief that it is in the business of finding 'jobs for people' rather than 'people for jobs'.



At office-angels.com candidates are able to view all current vacancies and obtain further information on the services offered. This is not a substitute for the personal, one-to-one service that remains the cornerstone of the Office Angels philosophy, it simply compliments the branch experience.

Office Angels' consultants are key to the brand's success and as such undergo training and development to ensure they are equipped with the latest and most relevant skills. This also helps to create a knowledgeable and highly motivated workforce.

Integral to Office Angels' commitment to its assignment staff is its ongoing employee care programme. Initiatives such as regular social and networking events, Angel of the Month and Year awards, pension schemes, competitions, and training ensure that candidates are rewarded for their dedication and professionalism.

Achievements

Office Angels is consistently regarded as one of the UK's best employers, as recognised in 2009 when it was ranked seventh in The Sunday Times 100 Best Companies to Work For survey. Based on employees' views, the company's success in the survey reflects its efforts to listen to its people and to create a strong and supportive organisational culture. It was also awarded the top three-star ranking in the Best Companies Accreditation scheme, which is designed to reward excellence in employee engagement.

Office Angels upholds the principles of equality and fair treatment for workers in and out of the workplace, operating a diversity monitoring and reporting system that complies with industry best practice.

Furthermore, Office Angels has made a conscious effort to minimise its environmental impact. In order to reduce its carbon footprint in the UK and Ireland, Green Policies are being



implemented that encompass travel, recycling, energy use, waste, stationery and carbon offsetting.

Recent Developments

In March 2009 Office Angels relaunched its website to include advanced job search functions, a quick branch locator and rotating news. The company utilises Broadbean's multi-posting tool to improve its job advert distribution and response tracking.

Office Angels has also launched a Virtual Branch at <http://oavirtualbranch.com> where visitors can find out more about Office Angels, read tips on jobs, play games, as well as follow the latest instalment of its own soap opera.

With the development of its colleagues in mind, Office Angels has created a suite of training opportunities to help its employees learn new skills and achieve their work ambitions. This includes Office Angels Training Solutions (OATS), which consists of more than 60 online courses such as MS Office packages, accountancy packages, languages, customer service, IT and psychometric testing. Ascent, a year-long programme, exposes potential management trainees to every aspect of the company to equip them with the necessary experience to become branch managers. Finally, the Aspire senior management development programme builds the skills required to manage an Office Angels region.

Promotion

The Office Angels marketing strategy aims to build on the brand's position as an industry leader. Recent activity has encompassed marketing campaigns, public relations, competitions and affiliate promotions such as film and theatre ticket offers.

It also uses awards such as the well-established Executory of the Year and Angel of the Year to create excitement and loyalty around the brand and incentivise good performance.

Further brand exposure is gained by conducting regular research studies and publishing reports on a range of employment-related issues, including flexible working, employee benefits and managing communications in the modern office.

Brand Values

The professional and contemporary style of Office Angels attracts clients and candidates alike. At the core of its brand values are fun, accountability, passion and knowledge. Its business proposition is based on sharing knowledge, teamwork, client and candidate satisfaction and quality of sales.

office-angels.com

Things you didn't know about Office Angels

Eighty six per cent of candidates would refer Office Angels.

Office Angels took part in the nation's first Learn More at Work Day.

Office Angels often hits the news – 204,683,692 people would have seen one of the workplace research pieces released in 2009 (figures are up to October 2009).

One in four of its candidates are male and one in five are more than 45 years old.

Office Angels' biggest research piece in 2009 focused on your desk neighbours annoying habits – this story was covered by two broadcast stations, seven nationals, one radio station, 14 online sites and nine regional press titles.

1986	2003	2005	2006	2007	2009
Office Angels is founded and the first office opens in London.	Office Angels joins Race for Opportunity (RFO), a government-backed initiative for UK organisations committed to race and diversity issues.	Office Angels is voted as one of The Sunday Times 100 Best Companies to Work For, sitting in eighth position.	Office Angels celebrates its 20th anniversary.	Office Angels organises its 10th Executory of the Year Awards.	Office Angels is voted seventh in The Sunday Times 100 Best Companies to Work For list and is ranked with three stars in the Best Companies scheme.

