

Powers of persuasion

“It was down to Carmichael Fisher’s powers of persuasion that we managed to secure some candidates” Managing Director of Rail Development Go-Ahead, Alex Hynes, explains why he values Carmichael Fisher’s contribution.



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Carmichael fisher

Executive Search

Carmichael Fisher specialises in providing executive search services to international organisations around the world. Its offices in Europe, the Middle East, Asia and Australia, work in collaboration and this collective experience in cross-border search and assessment is complimented by a deep knowledge and networks in the major industry sectors.

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Taking the team from three to fifteen in a matter of months

Go-Ahead is the largest rail operator in the UK, by passenger journeys. Late in 2011, the firm took the decision to create a much larger rail development team and sought Carmichael Fisher’s help in 2012 to take the team from three to 15 in a matter of months. In total, Carmichael Fisher helped to fill six director and ‘heads of’ roles for this new team at Go-Ahead.

Carmichael Fisher had worked with Go-Ahead’s rail division for many years, but the scale of this search was much more significant. Alex Hynes is clear that the personal relationships he has with Carmichael Fisher are key to their joint success: “I really like the people,” he explains. “They get inside your head and understand exactly what you want. They’re professional and intelligent, they’re able to do a really good sift of the candidates. Ultimately they help me out by keeping people away from my door who don’t ‘cut the mustard’.”

Alex Hynes’ principal contact at Carmichael Fisher, Nick Cunningham, is singled out for particular praise: “Nick is responsive, committed and communicative. I often get rung up by colleagues in the industry asking me if Carmichael Fisher are any good and I think you have to recommend based on the people. People like Nick at Carmichael Fisher are a very important part of what they offer.”

The reputation of a search firm is not only built on good relationships it’s also about providing quality candidates. “We had some cracking candidates,” explains Alex Hynes. “I was really pleased we managed to get hold of those people.”

Benchmarking process ensures the right candidates

The benchmarking process that Carmichael Fisher uses also helps to ensure the right candidates get through to interview, according to Hynes: “One good thing Carmichael Fisher does early into the search is that they give you a benchmark candidate. This is a great approach as it allows you to feedback on exactly the sort of person you’re looking for. You get involved and they can continue the search in a better way.”

The final word from Alex Hynes once again reinforces the importance of the relationship between the search firm and their client. According to Hynes, it’s the feeling of a genuine relationship that makes the difference here. He explains: “They’re always touching base with you, even when we’re not recruiting, every three months or so, I’ll get a call. You feel front of mind, as if they’re genuinely interested in what’s going on with us. I would certainly recommend Carmichael Fisher to others.”