

# Quality and speed drive recruitment success for National Express UK Bus

This was the best recruitment process I've ever experienced." Managing Director of National Express UK Bus, Dave Kaye was impressed with both the speed and quality of Carmichael Fisher's support in the recruitment of a key role.



“... this search process was the best I've ever come across”

## 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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### Health & Safety a priority

With millions of passengers and more than 1,600 vehicles covering 70 million miles every year, health and safety is of paramount importance to National Express UK Bus. Following a restructure of National Express' coach and bus businesses and the creation of separate management teams, a vacancy arose for a head of safety for National Express UK Bus.

Following a disappointing group of candidates from another recruitment firm, Dave Kaye turned to Carmichael Fisher with the brief to recruit his head of safety. Carmichael Fisher's response was immediate. "Once I'd asked Carmichael Fisher to take on the brief, they were in touch within just a day or so to discuss the detail of the recruitment," explained Kaye. "This included some really good questions and they gathered a huge amount of information, including the remit of the role, what kind of organisation we are, where this role fits into our management structures and the detail of the reporting lines."

According to Dave, this thoroughness contributed to the successful search: "I spent a significant amount of time with Carmichael Fisher discussing exactly what we were after – much more time that I would normally spend with a headhunter. I believe this resulted in a much better shortlist and ultimately a great appointment."

Carmichael Fisher put forward a shortlist of candidates that met National Express' requirements. This included the need for the candidate to have a positive and pragmatic approach to health and safety. Dave explained: "Apart from having experience in creating a safety culture, we knew that we wanted someone who would fit well within our management team and be an enabler rather than a blocker to success."

### Candidates were of a very high quality

Kaye also admitted that he was a little nervous about the fact that this role appeared to be outside Carmichael Fisher's key areas of expertise: "I need not have worried," said Dave Kaye. "All the candidates Carmichael Fisher provided were of a very high quality and had exactly the experience and attitude that we were after."

Following just one round of interviews, Dave Kaye and his colleague, National Express' global head of safety, had found their ideal candidate. The time from briefing Carmichael Fisher to the job offer took just six weeks. Dave Kaye commented: "I've worked with headhunters for many years and this process was the best I've ever come across – succinct conversations about what we wanted and then a very quick response. The candidates Carmichael Fisher put forward were head and shoulders better than those we saw from other companies."

National Express UK Bus now has its full management team in place, but according to Dave Kaye if a vacancy does arise in the future he would not hesitate to call Carmichael Fisher.