



TTM and CROYDON COUNCIL

Perspectives and Partnerships

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Presentation topics

- TTM and Croydon Council – building a partnership
- Working with Local Authorities – agency perspective and experience
- The Croydon experience and process
- International Recruitment – learning points

Background

- 2003 – 2006: 31 international projects
- Small, focussed team
- 2004 – Croydon Council - aims
- New York, Boston, Dallas, Chicago
- UK Campaigns – specific local & international projects

Croydon and TTM

- Large numbers
- Key staff
- Momentum
- Rolling projects
- Learning from mistakes
- Adding value
- Shifting with requirements
- Selling the 'unique' aspects
- Involving all
- Communication throughout

Working with Local Authorities on international projects – experienced advice

- Pre: planning / deliverables / social systems / short-listing / expectation setting / selected target nation
- During: presentation X 2 / interview / group / suitability / effort / cultural adaptation
- Post: offers / references / permits / meet and greet / support / induction / responsibility / re-location management

Working with agency providers

- Planning – keeping within schedules
- Agreement – of requirements
- Understanding human nature
- Spotting ‘issues’ early on
- Proper expectation setting
- Management support – ‘line to senior’
- Manageable numbers
- Sharing responsibility
- Communication throughout

The Croydon Experience

- 5 overseas Recruitment initiatives: February 2005-
- Child Care, CWD and Assessment Posts recruited to.
- Recruitment in USA. New York x2, Dallas, Boston, Chicago
- In Child care 30 staff recruited
- Of these 8 have left the Dept to return to USA
- 4 have transferred within Division

The Croydon Approach

- 2 -3 hours discussion/presentations with candidates
- Afternoon Interviews
- Availability of staff to talk through questions
- Panel of 3
 - Panel make up
 - Experience/ managerial levels

The Croydon Process

- Making the Decision
- Telling the Candidates
- Allocation to Teams
- Follow up with candidates
- Working with the agency
- Email contact
- Meet and Greet

The Authority's Perspective

Partnership with Agency

- Clarity of roles / responsibilities
- Know the strengths of each other
- Learn your lessons, Evolve
- Frank, open and honest discussions

The Authority's Perspective

Knowledge Base

- **Selling the authority**
- **Selling the experience of the UK**
- **Dealing with the questions**
- **Understanding the landscape, knowing the candidates**
- **Using your experience**

The Authority's Perspective

The Recruitment Process

- **Is for both parties**
- **Has to be sensitive to where you are**
- **Language and meaning**
- **Knowing the local services**
- **Use of different techniques**