



Curran Daly
+ Associates
EXECUTIVE RECRUITMENT FIRM

Country Manager for an Australian-owned telecommunications company

THE BACKGROUND

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Our client was looking to grow their Philippine operation above and beyond its current size/capacity, both in terms of the lines of business managed out of the Philippines, and thus the overall headcount. The decision had therefore been taken to identify a new Country Manager to take the operation forward.

It was felt the Philippine based operation required something of an organizational re-set, and it was imperative they found a person that not only had relevant experience, but a true leader who could make the tough decisions required to take the operation forward, and take the staff on that journey with them.

Through a recommendation by a former contact of the company who knew a senior stakeholder within our client's Australian operation, Curran Daly were invited to an initial discussion, asked to submit a proposal, and were duly appointed to lead the search.

THE PROCESS

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Curran Daly prepared an initial long list of 87 potential candidates for the role, targeting C-level profiles across the 3rd party outsourcing (BPO) industry, with the aim of providing a mix of both local (Filipino), and Philippine based expatriate profiles.

The long list was primarily prepared from our in-house data base, and our local network, with several additional profiles identified by our in-house Research and Sourcing Associates.

From this process a total of 7 candidates were shortlisted and recommended for further consideration, and the client decided to talk to their chosen 5.

THE OUTCOME

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The selection committee were particularly impressed with several of those they had met with, resulting in no fewer than 3 candidates going to the final interview, with the client eventually deciding on the person they wished to appoint, who duly accepted their offer.

The successful candidate had showed great passion for the challenges the role presented, continually demonstrating their leadership qualities throughout the recruitment process, and all 4 of the referees approached at reference check stage did no more than re-confirm just how highly regarded he was by former managers, peers and indeed staff.