

Working With Marshall Harmony

Job Applicant Privacy Notice (compliant with GDPR)

Marshall Harmony Ltd is committed to protecting the privacy of our candidates. We want to provide a safe and secure user experience. We will ensure that the information you submit to us is used responsibly and only as stated in our privacy policy.

As part of any recruitment process, Marshall Harmony Ltd collects and processes personal data relating to job applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information do we collect?

Marshall Harmony Ltd collects a range of information about you. This includes:

- Your name, address and contact details, including email address and telephone number
- Details of your qualifications, skills, experience and employment history
- Information about your current level of remuneration, including benefit entitlements
- Information about your entitlement to work in the EU if required by our clients

Marshall Harmony Ltd may collect this information in a variety of ways. For example, data might be contained in application forms, CVs (resumes), or through interviews or other forms of assessment. Data will be stored in our Applicant Tracking System and backed up in other IT systems (including email).



Why does Marshall Harmony Ltd process personal data?

Given the nature of our Recruiting & Search activities, we need to process data to work with you on possible job opportunities. Marshall Harmony Ltd has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process.

Processing data from job applicants allows us to manage the recruitment process, assess and confirm a candidate's suitability for employment. If your application is unsuccessful, Marshall Harmony Ltd may keep your personal data on file in case there are future employment opportunities for which you may be suited.

You are free to withdraw your consent at any time.

Who has access to data?

Your information may be shared with potential future employers for the purposes of the recruitment exercise only with your consent. This includes members of a potential employer: eg HR and recruitment team and interviewers involved in the recruitment process. This may also include the Applicant Tracking System of potential employers.

In addition to the above we have an outsourced support team for our own business needs. This may include, but is not limited to, Virtual Assistants, Web Designers, IT support and Accounting. They may have limited access to your data, where the service they provide to us means they require it.

Our team uses our software to access any data they need. We do not permit copying or sharing and actively monitor for any potential breaches. Your information/advice is held in the strictest confidence. Our team are all contracted to strict confidentiality clauses.

We restrict who can export or download data that is held to a limited number of individuals who are authorised to back up data.

How does Marshall Harmony Ltd protect your data?

We take the security of your data seriously. We have internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused, or disclosed, and is not accessed except by our employees in the proper performance of their duties.



For how long does Marshall Harmony Ltd keep data?

Marshall Harmony Ltd will hold your data on file for future employment opportunities until you decide to withdraw your consent.

You will be asked when you submit your CV whether you give us consent to hold your details to be considered for open positions.

Your right to access your data As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the organisation to change incorrect or incomplete data;
- require the organisation to delete (right to be forgotten) or stop processing your data, for example where the data is no longer necessary for the purposes of processing.

If you would like to exercise any of these rights, please contact Laura Davies at laura@marshallharmony.co.uk

If you believe that Marshall Harmony Ltd has not complied with your data protection rights, you can complain to the Information Commissioner.

For more information on our Privacy Policy, please refer to our website:

<https://marshallharmony.co.uk/privacy-policy/>



What to Expect as a Candidate

What do you get from working with us?

- 20 years of recruitment experience across the West Midlands, Shropshire and Staffordshire.
- A different approach to recruitment, ensuring we find not just any suitable role but one that aligns to your values and aspirations.
- An honest & transparent line of communication.
- Highly skilled recruiters that have worked in a huge variety of industries for roles at all levels, from entry right through to Director.
- A continuous point of contact for both clients and candidates, available to contact out of hours.

What happens when you instruct us?

- We will call or meet with you to run through who you are as a person, what you're looking for in a new role and what your dream company would look like.
- We map your strengths, personality and requirements to find the best role for you.
- We work with businesses exclusively, meaning the calibre of vacancies we recruit for are the best in the market! We pride ourselves on finding the perfect candidate for each role. You will be briefed on what to expect and receive regular communication.



- We will arrange for you to meet with potential employers for a set stage of interviews, and give feedback to you at each stage.
- We will manage the offer process for you and maintain business contact.

What do we expect from our candidates?

- In order to place you in touch with relevant and interesting businesses that fit your career plan, we expect a transparent, honest and open business relationship.
- As we arrange for you to meet with potential employers, after interview we appreciate your feedback.
- To ensure we are able to put you forward for the best opportunities, you must ensure that you **reply to any communication** from Marshall Harmony in the **24 hours prior** to your interview time. If you do not reply/confirm that you are attending the pre-planned interview with our client **your interview will be cancelled** and you will **not be considered for any further roles**.



Jess Gregory
Recruitment
Partner



Ellie Tapper
Operations
Manager



Laura Davies
Managing
Director



Sabrina Uppal
Recruitment
Business Executive



Cat Billingham
Recruitment
Coordinator

Interview Preparation

General Interview Tips

- Preparation is key! Gather as much information as possible in advance - visit the company website, read company literature, gain product knowledge.
- Ask us! We have visited the client and will be full of information.
- Always wear a smart suit to the interview, you want to give a great first impression.
- Shake hands firmly, establish eye contact and smile on introduction with the interviewer. This will make you appear confident, eager and friendly.
- Answer questions concisely and to the point.
- Do not volunteer irrelevant information.
- Always be positive about yourself and your abilities - focus on your strengths, achievements and skill sets.
- Negative responses are not received well, either about yourself or previous employers.
- Do not talk about salary or benefits etc. unless you are asked.
- Remember it is a two way thing - you are both interviewing each other. Go prepared with relevant questions about the role.

Questions to think about prior to your interview

- What do you know about the company?
- What is / are your reason(s) for leaving your current / last job?
- What do / did you like best about your job?
- What do / did you like least about your job?
- What are / were your responsibilities in your current / last job? (an average day)
- What are your career plans or what are you looking for with regards to promotional prospects?
- Where do your strengths lie? (Think in line with what the client will want to hear)
- What are your weaknesses? (Try to turn it into a positive point, or that you have now overcome or learnt from it - what have you done to overcome it?)
- What personal qualities do you feel you can offer an employer?
- What interested you in this position?
- How do you cope under pressure? (Give an example)
- How do you cope when you have to prioritise? (Give an example)
- How do you work within a team? (Give an example)
- How do you work using your own initiative? (Give an example)
- What computer packages are you familiar with and at what level?
- Why should we employ you rather than anyone else?

Questions for you to ask the interviewer

- When were you established?
- How many staff do you have?
- Do you have any other sites?
- Who are some of your major clients?
- Who are your main competitors?
- What is the working environment like?
- How would you describe the company's culture?



- What do you do differently to make you more successful?
- Who would I be reporting to, and what are they like?
- What are the team that I would be working in like?
- What type of person do you feel will fit in with the existing team?
- How do you feel this role will develop?
- What training will I receive?
- What skills are you looking for? What experience are you looking for?
- Is there anything else you would like to know about me?

At the end of the interview

- If they ask you if you have any further questions, and you genuinely have - be sure to ask.
- If you don't have a specific question, ask them "How soon could you let me know any feedback or when a second interview could be?"
- Tell them if you are interested and give them 3-4 reasons why.

Thank them for their time.

Shake their hand and remember to smile!

Call us to share how it went!!

LinkedIn in a Nutshell

How to get the best out of your LinkedIn profile

Step 1 - Making your profile look great

- Make sure that you use a profile picture that is professional and approachable.
- Choose a background image that resonates with you and shows what you are about.
- Make sure that your headline tells people what you can do for them, and what your skills are.
- Fill in all of the sections to build your profile.



I approached Laura while I was looking for a new role. She has a fantastic reputation in the industry and I knew she would work hard to place me in a position that was right for me. I had my first day yesterday and it immediately felt like the perfect fit. Now I feel excited to go to work again. Thank you Laura for helping me gain my confidence again.

Francesca B.
Marketing Communications Manager

★★★★★

Recommendations

Received 123 Given 123

Paul Graham - 1st
Group Director
January 2, 2023. Paul is Laura's client

Laura is one those people who gets the job done. I'm so impressed by her knowledge, her issue resolution and her super fast turnaround time.

However, for me her biggest asset is her human touch and her ability to assess the situation and ... see more

Adam Clarke - 2nd
Estimator - Tough Furniture
December 2, 2022. Adam is Laura's client

Laura was a massive help to me in my search for a new role, nothing was too much trouble and from the moment I spoke to Laura about the position available I knew it was something I wanted to explore further. Very friendly, very professional and a great help. Couldn't recommend more.

Malcolm Evans - 2nd
Group Director
December 2, 2022. Malcolm was Laura's client

12 years ago I tried numerous recruitment agencies in my search for new employment. Most were stereotypical and unhelpful. However, I was introduced to Laura and she was professional and enthusiastically worked to find me an excellent position. I hadn't forgotten how great she was and passionate about working hard to find the right match. ... see more

Show all 123 received →

Step 2 - Recommendations and testimonials

- These are extremely powerful and show peoples first hand experience of dealing with YOU. Don't be afraid to ask for them, from people past and present.
- Show your appreciation by giving testimonials to your connection too.

Step 3 - Online Activity

- Try to post at least 2-3 times a week, make your posts engaging, authentic and don't be afraid to show the real you.
- Post a variety of content, including introduction posts, thought pieces, expert posts, asking for business posts, Q&A posts and polls!! Be brave with your content.
- Engage with other content and be social. LinkedIn is a professional platform, but it is still social media. Comment & engage with your peers.



Step 4 - Connect, Follow, Join and Follow up!

- Connect with as many relevant people as you can, and reach out to say thank you when they accept your connection. Start that dialogue either with a standard message, or if you are feeling really brave, a voice note.
- Seek out hiring managers, HR and Directors of companies you want to work for and connect with them.
- Follow companies that you are interested in.
- Join industry and sector related groups.



Step 5 - Like share and comment



- Show your appreciation for your connections posts by liking, sharing and commenting on them.
- If they don't connect, follow them, and like/comment, they will then see you as someone who wants to actively engage with their content when you send your next request.
- Try out Sales Navigator, you can use it like a CRM system, it allows you to group your connections and see who is checking out your profile.

Step 6 - Be careful with posting anything too personal, political or controversial

- Think before you post.
- Personal is good sometimes, but remember LinkedIn is a professional platform first and foremost.
- It is important to be authentic but sense check before hitting that button.
- Remember potential employers and recruiters will view your profile.

Creating the Perfect CV

1. The obvious bits first:

Your name
Address
Email address
Contact number

2. Your profile or personal statement:

This is the first thing that potential bosses, recruiters or hiring managers see, this is your opportunity to sell yourself and describe what you do.

- Your introduction should be concise, talk about your strengths, what you have achieved and your objective.
- Don't try and be too clever with lots of descriptive words, it just needs to be factual and close with "a call to action".
- This is your opportunity to speak directly to the employer, everyone makes different life choices and this is your chance to explain, have you changed sectors, have you had an employment gap, what are your circumstances?

3. Your key achievements:

- People often bury these within their job descriptions further down their CV where they can get lost or missed.
- By putting your key achievements right at the top of your first page you will instantly grab the readers attention.
- Use this space to talk about 3-5 things that you have achieved, taken ownership of, or are proud of throughout your career.

4. Your skills:

- We suggest putting these in bullet points, create a list of all the key skills you have gained throughout your career.
- Include any industry specific skills you have i.e. Solidworks/SAP/Excel
- Be punchy, factual and to the point.



5. Then talk about your work history:

- Don't just copy and paste your old job spec, really think about what you did in that role, how you overcame problems or concerns.
- Talk about what you learnt and how your day to day responsibilities helped you grow both professionally and personally.
- Remember not to be too repetitive.

**Make sure your dates are accurate,
list your job title, the company name and reasons for leaving.
E.G - Recruitment Resourcer - November 2021 to current.**

**Marshall Harmony
Currently Employed**

6. Your education and certificates:

Be sure to include all qualifications or training courses you've been on. No matter how small you believe them to be. You worked hard to get them and they may be the exact thing the employer is looking for.

7. Hobbies and interests:

If the reader has reached this point in your CV the likelihood is that they are interested in you. Tell them a little bit about yourself, show them the real person, you never know you may have some common ground!

Once you have your CV drafted, think about:

- Formatting – Don't try and be too clever (unless the job requires an eye for design). Keep the font clear and sensible, use the bold function to highlight headings and ensure the formatting you use is uniform and doesn't jump about.
- Accuracy - don't lie on your CV, make sure that your dates are correct and match your LinkedIn profile.
- Aiming for a CV length of 2-4 pages - any longer and we would question if you are over embellishing or if you need to go back as far as you have, but that is completely down to you. Try to keep it as concise as possible.
- Tailoring your duties to include those listed for the new role - everybody wears lots of hats in their roles and if we all listed everything that we had ever done we would probably all have 20 page CVs.

Once you are happy, proof read again and send it to the hiring manager/recruiter along with a cover letter and follow up with a call.

**We like people who take things into their own hands
and pick up the phone to us!**

