

ELBA

# A Day in the life of...



## Andrew Carr Resourcing Officer, Fitch Ratings

### MY ALARM GOES OFF...

At 7am. I get dressed – business casual clothing. I leave home around 8am and take a train then a tube to Canary Wharf arriving about 8:45am if there are no delays. The first thing I do in the office is login to my laptop, grab a coffee and catch up with my team.

### I'M RESPONSIBLE FOR...

Recruitment for all of our EMEA (Europe, the Middle East and Africa) offices. Our head office is in London so most of my work focuses there but we have offices in about seven other European countries. When a colleague leaves the business, or if we are looking to add an additional person to a team, I'm responsible for managing that process. I work closely with senior managers within the business to understand what type of profile they need to hire, how their team is structured and the requirements of the job. I'll provide advice on the salary level we should be looking to offer for the role, I'll help to write the job description and create a plan as to how we can attract the right people to the job. I'll advertise the job, review any applicants and I'll issue the

job to some of our recruitment suppliers that go and find us appropriate candidates. I'll review all potential candidates and pass on the most relevant to the hiring manager. I ensure the interview process runs smoothly and ultimately negotiate the offers that we make.

Alongside this, I am also always looking for ways in which we can improve the recruitment process, make it more efficient and cost effective. To do this, I get involved with lots of projects including: working with our Marketing team to create a recruitment marketing video and a new careers webpage. Working with Legal to ensure our terms of business with the recruitment suppliers is up to date and incorporates the latest relevant legislation. Work with IT to review and then select an online assessment provider. Work with the wider HR team to develop new policies focused on increasing the number of internal applicants we get. I'm also in touch with our recruitment suppliers to ensure they are representing our business appropriately.



### I GOT MY JOB...

Studying Business and Law at uni. I didn't really have a clear view of what I wanted to get into afterwards and graduated in the middle of a recession so decided to travel for a year. When I came back I joined an executive recruitment company in Bristol as a Researcher ultimately being promoted to an Account Manager, where I would go and meet clients to discuss their recruitment needs and help to deliver projects. After a few years I moved to London and joined a similar company but focused on the Financial Services industry. I built up a good knowledge of the sector and after a few years decided to

make the move 'in-house' which would enable me to help build a recruitment function for a globally recognised company and work in a less pure sales focused role. There was lots of competition for these jobs so it took persistence to find one I really wanted and I was fortunate to end up in the role I've got.

### AT SCHOOL I STUDIED...

For GCSE I studied the typical subjects such as Maths, English, Science, IT, I also studied History and Geography. For A-Level I knew I wanted to do Business and Law at university but also wanted to keep as many doors open as possible so I studied subjects where I had good grades or enjoyed. I ended up doing History, Business and Economics and Sports Science.

### MY TYPICAL DAY...

Each day is different and it really depends at what stage certain projects are but I will always write a to-do list the night before. I start work at 9am, scan through any emails that came in overnight and re-assess my priorities for the day. Typically it will be a mixture of reviewing applicants, updating hiring managers and speaking with suppliers. If there are any offers that need approval this will

always take priority. I have lunch around 12:30 for an hour. I usually go outside for a walk and try to bring my lunch with me from home so it'll likely be what I had for dinner the night before or a salad, occasionally we will go out for lunch as a team.

In the afternoon I might work on various projects whilst dealing with anything new that comes in through the inbox.

### THE KEY SKILLS I USE IN MY JOB...

Communication. It is key to be able to listen and understand a problem before coming up with a solution. I deal with some very senior people and need to communicate in a consultative way. I learnt this through experience. Managing multiple priorities and stakeholders – I need to be very organised to ensure nothing gets left behind.

### THE BEST PART OF MY JOB IS...

Most businesses will say that the most important part of their success is their employees; my job is to ensure we can attract and hire the best people which will enable the business to achieve it's goals. The role is challenging, multi-faceted and involves working with lots of people to succeed. I enjoy building something and feel like the work I do makes a difference.

### THE WORST PART OF MY JOB IS...

With hiring you rely on other people and sometimes you can spend a couple of months sourcing the right candidate for a job only for them to turn your offer down and then you are back to square one. When you are dealing with people you never have 100% control of the situation which can be frustrating. There are things you can do to mitigate against

this such as having back-up candidates, have the conversation about salary early in the process etc... but occasionally you just need to pick yourself up, learn lessons and go again. As long as you are working to the best of your ability and are always looking for ways to improve, then you should be satisfied.

### MY ROLE MODEL GROWING UP WAS...

My Mum was probably my role model. Her work ethic is second to none and she has an ability to treat people with compassion and empathy no matter what their standing is in life.

### AFTER WORK...

Three nights a week I'll go to the gym after work, it is a good way to de-stress. If I do that I'll get home around 8pm, cook something simple for dinner and make extra so I have lunch the next day. Then I'll catch up with family/friends and watch something on TV before reading some of my book and go to bed around 10:30pm.



### MY PLAN B...

Growing up I always wanted to be an adventurer or an astronaut! But if I hadn't gone into recruitment I would have liked to have gone into consulting. I enjoy understanding a problem and coming up with a solution.

