





Harmonic
Recruiting for Operations



What we do. How we do it. And why we do it.

WHAT

We find the Operations and Support professionals who enable your organisation to be brilliant.

WHY

Our founder's direct experience of supporting the insourcing of an Operations team led him to a realisation: these people were the real heroes. Sure, driving sales was critical, but it became clear that the organisation's success depended on them. Asking established recruitment firms in the market to help, he found the services unresponsive: poor candidate care and low quality networks seemed to be the norm. Harmonic was born as a response to this. We're a disruptor brand, so we're not here to make up the numbers. Our mantra: think and do things differently.

HOW

Candidate care is king. And funnily enough, that translates into fantastic client service. Every Harmonic candidate is treated to the same rock-star standard, whatever their seniority. Communications from us are fun, fast and honest. And we build long-term relationships over lunch, not just via email. The result? Our networks of specialist workers are unrivalled, with an unprecedented volume of referred business from happy customers. Married to this, our colleagues are targeted on long-term delivery objectives and displaying our values. Rejection of a fast buck might seem a little strange in recruitment-land. But we can prove that it works.

Our recruitment services. And how we deliver them.

Looking to partner with an agency who have the brains to really understand your job briefs? Check. Need to be certain that your values and vision are communicated effectively to candidates? It's a given. If you like the sound of what you hear, we're ready to help with three types of service:

INTERIM / CONTRACT RECRUITMENT

This is where the Harmonic know-how really kicks in. From Interim Project Managers, through to contract Sales Support, we have relationships with the best people in your area. You won't just receive a shortlist from us based on skills, but also a synopsis on why each candidate wants your role based on our detailed interviews. Worried you might need emergency cover at short notice? We're happy to burn the midnight oil to get you a candidate shortlist ready for when you're back at your desk in the morning.

PERMANENT RECRUITMENT

Ever worked with an agency that have real hands-on experience of leading Operations departments? Didn't think so. With our experienced leadership team, Harmonic have an unprecedented, first-hand appreciation of what makes a great candidate, not just what makes a good resume. As a result, our success rate is through the roof. We deliver your permanent recruitment campaigns from our London HQ or- at no extra cost- support you from your offices to really get to understand your needs and culture. As standard, each of our short listed candidates are

interviewed, qualified and evaluated on a technical level to an exacting standard. It makes no difference whether they're based in Stoke or Singapore.

SERVICE #3 EXECUTIVE SEARCH

If you need a high level of planning and discretion applied to your C-Suite or Senior Hires, our Search team can accommodate this with ease.

We may be a little less stuffy than your average Operations staffing business, but that doesn't mean we scrimp on providing rock star-level service to attract the top leadership talent on the market. With access to meeting rooms in 12 unique member's clubs across 5 countries we host the very best C-suite talent in a manner befitting their skills and status.

ROLES THAT WE RECRUIT FOR

LEADERSHIP & STRATEGIC ROLES

Chief Operating Officer
Head of Strategy
Chief of Staff
Operations Director
Chief Marketing Officer
Head of A&R
Label Manager
Legal Services Director
Programme Director
Business Change Director

GENERAL MANAGEMENT & PROJECT DELIVERY

General Manager
Project Manager
Operations Manager
Marketing Manager
Events Manager
Events Producer
Social Media Manager
Facilities Manager
Ticketing Manager

ADMINISTRATIVE & SUPPORT

Executive Assistant
Sales Support
Office Administrator
Sales Administrator
Front of House
Venue / Showroom
Assistant
Promotions Assistant

Our values and how we work by them



KNOWLEDGE

At Harmonic, we believe that 'brains beats brash' every time. Colleagues are encouraged to impress you with their specialist knowledge, not with how much business jargon* they can drop into a sentence.

Supported by a Leadership team who have direct experience of managing Operations and Support professionals, we're unique in our understanding of what makes a great hire. Or which role best suits your career development goals.

*saying 'game-changer' or 'touch base' is practically a disciplinary offence.

RESPECT

We're here to help, whatever your level of experience or the size of your organisation. You won't be kept waiting for updates or information and it's our mantra that nothing is ever someone else's problem to resolve.

Celebration of difference and diversity is ingrained into our company culture (it's no coincidence that our HQ is in Camden!). It keeps the Harmonic camp happy, but also keeps our horizons broad enough to support 21st Century customer needs.

COMMUNITY

We take our responsibilities seriously to our local community. From offering monthly pro-bono business mentoring to young entrepreneurs, through to our partnerships with the charities English for Action and Last Night a DJ Saved My Life, it's important to us to have an impact broader than pure profit.

At Harmonic we also shape the dialogue in our candidate communities. Hosting events and debates twice a year, we connect our customers to support peer-to-peer learning (we also pick up the bar tab!).

Leadership team

Charlie Walker

The youngest-ever recipient of the prestigious Recruitment International 'Entrepreneur of the Year', Charlie was something of a recruitment prodigy having built his last award-winning company at age 24 to over £30 million turnover in under 7 years.

With 11 years experience in the industry, he is now greyer (and heavier), but brings a wealth of experience to the leadership of Harmonic Group. Charlie is passionate about best practice within the sector and has arguably the best record in the UK at developing trainee talent into elite consultants and managers.

Almost unique among recruitment leaders, he has direct experience of managing and recruiting senior Operations and Support professionals. As a result, our customers spend more time getting great service, as opposed to explaining what EBITDA means.

Charlie is a huge music fan and is also passionate about politics and sport. He is currently undergoing a premature mid-life crisis as a semi-professional DJ.

Education: University of Oxford (Wadham College),
Modern History and Politics

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