



A new approach to Executive Recruitment





CAREERS BY DESIGN

Placing people first



TERMS OF BUSINESS

Our fee for service is based on 10 (ten) percent of a candidate's total annual salary package (excl VAT).

Salary	Executive Search Fee
R300 000.00	R30 000.00

PAYMENT OPTIONS

The fee is a once off payment, invoiced on the first day of commencement of duty and is non-refundable.

ACCEPTANCE OF GENERAL TERMS

By acknowledging or accepting candidate details or alternatively interviewing candidates forwarded to you by Careers by Design, you the client are accepting the terms of business of Careers by Design as stated in this document.

1. Payment terms are strictly 7 days from the date of invoice.
2. All information provided to you is to be treated as strictly private and confidential and will not be disclosed to any other party directly or indirectly without the prior consent of Careers by Design.
3. The objective of Careers by Design is to provide accurate details about candidates. This is based on the information they provide to us. No responsibility can be accepted for errors or omissions and it is you, our client that will make the final recruitment decision.
4. Whilst every effort is made to ensure the suitability of the candidates presented to your company, we recommend that you satisfy yourself as to the candidate's suitability for your employment. Careers by Design does not accept liability for any claim for loss, expense, delay or damage as a result of our referral, however occasioned.
5. If more than one candidate is appointed from a shortlist, a fee for that appointment will be negotiated in line with our fee structure.
6. Should you make an offer to a candidate who has been introduced to your company within a 12 month period of referral or interview, then you agree to be bound by these terms of business and will be liable for a fee as outlined in our fee structure.
7. Fixed term contracts will be invoiced pro-rata for the specified period and subsequent extensions invoiced accordingly until a full fee representing our standard percentage for the total annual salary has been paid. In which case, no further fees would apply.
8. Additional expenses including travel, accommodation and couriers, and services such as psychological or aptitude testing will be charged to you at cost. Such expenses will not be incurred without your prior agreement.

SUITABILITY AND REFERENCES

The Client will provide Careers by Design with a recruitment brief which will include:-

<ul style="list-style-type: none"> • Introduction/Background - including brief overview of the company and project and reason for vacancy • The job role 	<ul style="list-style-type: none"> • Remuneration package • Holidays • Hours of work • Notice period 	<ul style="list-style-type: none"> • Reporting to • Direct Reports/Team Size • Key Tasks • Start Date 	<ul style="list-style-type: none"> • Location • Candidate Profile: List of attributes, skills, experience, qualifications, "must haves" and "ideally haves".
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Careers by Design shall use its reasonable endeavours to ensure the suitability of any Applicant introduced to the Client by obtaining confirmation of the Applicant's identity; that the Applicant has the experience, training, qualifications and any authorization which the Client considers necessary or which may be required by law or by any professional body; and that the Applicant is willing to work in the position which the Client seeks to fill. Careers by Design will use an external service provider to undertake a CV validation and background check.

All Applicants are given an express assurance that references will not be taken up, nor present or past employers contacted, without their express permission. Clients must respect this express assurance and not take up references or contact present or past employers without the express written permission of the Applicant or Careers by Design.

The Client is responsible for obtaining work permits and/or such permission for the Applicant to work as may be required, for the arrangement of medical examinations and/or investigations into the medical history of the Applicant, and satisfying any medical and other requirements, qualifications or permission required by law of the country in which the Applicant is engaged to work.

The Client shall satisfy itself as to the suitability of the Applicant and the Client shall take up any references provided by the Applicant to it or to Careers by Design before engaging such Applicant.

LIABILITY

Careers by Design shall not be liable under any circumstances for any loss, expense, damage, delay, costs or compensation (whether direct, indirect or consequential) which may be suffered or incurred by the Client arising from or in any way connected with Careers by Design seeking an Applicant for the Client or from the Introduction to or Engagement of any Applicant by the Client or from the failure of Careers by Design to introduce any Applicant. For the avoidance of doubt, Careers by Design does not exclude liability for death or personal injury arising from its own negligence.

Date: _____

Company: _____

Name: _____

Signature : _____

Designation: _____



Code of Ethics

Professionalism

Careers by Design will conduct their activities in a manner that reflects favourably on the profession.

Integrity

Careers by Design will conduct their business activities with integrity and avoid conduct that is deceptive or misleading.

Competence

Careers by Design will perform all search consulting assignments competently, and with an appropriate degree of knowledge, thoroughness and urgency.

Objectivity

Careers by Design will exercise objective and impartial judgment in each search consulting assignment, giving due consideration to all relevant facts.

Accuracy

Careers by Design will strive to be accurate in all communications with clients and candidates and encourage them to exchange relevant and accurate information.

Conflicts of Interest

Careers by Design will avoid, or resolve through disclosure and waiver, conflicts of interest.

Confidentiality

Careers by Design will respect confidential information entrusted to them by clients and candidates.

Loyalty

Careers by Design will serve their clients loyally and protect client interests when performing assignments.

Equal Opportunity

Careers by Design will support equal opportunity in employment and objectively evaluate all qualified candidates.





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We are an Executive Search and Career Services Consultancy based in Pietermaritzburg.

Business Services

- Executive Search and Placements
- Headhunting
- Executive Contracts and Assignments
- Recruitment Services
- Organisational Career Development Coaching
- Succession Planning and Implementation
- Recruitment and Human Resources Consulting
- Outplacement / Retrenchment Program Development
- Pre-employment Screening and Background Checks
- Ad-response Handling
- Salary Benchmarking
- Networking and Business Referral Services
- Candidate profiling and assessments
- Corporate Training

Individual Career Coaching Services

- Career Development Consulting
- Job Search Methodology Planning
- Career Transition Coaching
- Psychometric Assessments
- Self Assessment Inventory
- CV/Resume/Covering Letter Development
- Interview Preparation Coaching
- Outplacement / Retrenchment Consulting
- Spousal Relocation and settlement program
- Executive Career Development Program
- Graduate Career Options Program



Hilltop Office Park • Block A • 73 Villiers Drive • Clarendon • Pietermaritzburg
033 342 0665 • 082 940 7171 • anna@careersbydesign.co.za
www.careersbydesign.co.za





The Client's Bill of Rights

What to Expect from Your Executive Search Firm

An executive search involves a complex process that requires a substantial investment of your time and resources. When you hire a retained executive search firm, you're entitled to receive a high level of service. But what is the difference between a professional, reliable service and a lower quality of service? What are your rights and obligations as a client? Above all, how do you know when you have received excellence in client service?

The Client's Bill of Rights

The executive search firm shall provide you with an accurate and candid assessment of its capabilities to perform your search.

Not all search firms offer the same services, but they should all operate in line with the highest professional standards. In addition to the obvious differences in size and manpower, search firms also vary in their areas of expertise, their knowledge of and contacts within various industries, and the skills and experience levels of their search consultants.

Before agreeing to undertake any search, the executive search consulting firm should:

- *Verify that it has the resources, time, knowledge and expertise to handle your specific assignment.*
- *Disclose any and all information with regard to relationships or circumstances that might create actual or potential conflicts of interest. Disclose limitations arising through service with other clients that may affect its ability to perform the search assignment.*
- *Define with you which part of your organization is the "client" (i.e. which subsidiary, division, department, etc.) and agree upon the period, if any, during which the firm will not recruit from the defined client organization.*
- *Define the scope and character of the services to be provided and the fees and expenses to be charged for the services rendered.*

This requires that you provide a full and accurate description of your organization, its business needs and culture, the position to be filled, and your criteria for the ideal candidate. If the search firm cannot handle your assignment, it should explain why and then refer you to another firm better equipped to meet your needs.

The executive search firm shall tell you who will conduct the search.

In addition to the consultant who generates the business relationship, there may be a team of professionals who will handle the search assignment. It is certainly within your rights to ask for and to receive full and open disclosure regarding the consultants and their ability to successfully handle the assignment, as well as the resources the firm has available to support the consultant/team working on your project.





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The executive search firm shall hold your information in strict confidentiality.

By its very nature, an executive search requires you to divulge highly sensitive information about your organization. The search consultant must treat any and all information you give them with the utmost confidentiality.

At the same time, the consultant cannot conduct an effective search without making some information available to potential candidates. To protect your interests, however, the search consultant should guarantee that he or she will:

- *Use confidential client information only for the purposes of conducting the assignment.*
- *Disclose client information only to others within the search firm (who may be supporting the consultant on this assignment) or potential candidates who have a need to know the information.*
- *Never use confidential information for personal gain or provide that information to third parties for their personal gain.*

The executive search firm shall demonstrate a clear understanding of the position, the company and the objectives of the search.

In order to conduct a successful search, the consultant must have a crystal clear understanding of the position to be filled, the requirements of the job and your company's culture. Accordingly, you should insist on receiving a report that details the consultant's understanding of:

- *Your desired level and type of experience*
- *The background, education and technical skills needed to successfully perform the position*
- *Responsibilities of the position*
- *Any interpersonal skills needed*

Good search firms will do more than just feed back the job description you present them. They will proactively help you develop, modify and refine your own understanding of the position. To help with this critical step, give your search consultant access to all those who participate in the selection process and encourage them to provide full disclosure regarding the position to be filled.

Because the job description represents the bedrock of a successful search, you have a reciprocal obligation to notify the consultant any time circumstances (either internal or external) require a change in the position or the type of person you're looking for. Be aware that a major change in search specifications may require a change in fees.

The executive search firm shall provide you with regular, detailed status reports on the progress of the search.

Depending on the position to be filled, the availability of talent and a host of other factors, a successful search can take anywhere from a few weeks to several months. To keep you up-to-date, the search firm should provide ongoing progress reports that include:





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- *The companies at which the consultant has tried to target candidates*
- *The market response to the search*
- *Obstacles to identifying or attracting candidates*
- *Candidates currently being developed*

The search firm should update you regularly, either by phone, fax, e-mail, written report or some combination of all four. Let your consultant know your preferences.

The executive search firm shall present qualified candidates who fit the position and the culture of your organization.

The consultant should present you with a range of qualified potential candidates, whom he or she has thoroughly assessed and interviewed. The consultant should be able to discuss each candidate's:

- *Experience level and significant achievements relative to the position to be filled*
- *Education and background*
- *Intellectual, interpersonal and motivation competencies*
- *Personal strengths and weaknesses with respect to the position to be filled*
- *Perceived cultural fit*
- *Interest in the position*
- *Remuneration and financial expectations*

In presenting candidates, either individually or in a "shortlist," you should expect the consultant to discuss the interviewing arrangements and other issues that can affect the critical interviewing process. Immediately after you have interviewed candidates, your search consultant should solicit your comments and feedback and help you conduct comparative candidate assessment and analysis. They should complete and transmit to you the verification of credentials and reference checks. If it becomes apparent that the search will take considerably longer than expected or that it may not yield an acceptable range of candidates, the consultant should inform you as soon as possible and discuss alternative courses of action.

The executive search firm shall help you negotiate with the final candidate, representing both parties with skill, integrity and a high degree of professionalism.

Once you have selected a final candidate, the consultant's role changes from that of search agent to negotiator and communicator. At this point, the consultant's primary function is to help you bring the candidate on board in a manner that facilitates a long and successful stay with your organization. This includes:

- *Acting as an intermediary between you and the candidate regarding compensation, benefits and other conditions of employment*
- *Feeding back to you any reservations or concerns the candidate may have about accepting the position*
- *Helping the candidate to assess the opportunity*
- *Working with both sides to create a "win" for everyone*





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Although the consultant represents your interests first and foremost, he or she must also remain sensitive to the needs and concerns of the candidate. To do otherwise significantly reduces the chances of a successful hire. In addition, representing both parties with integrity and professionalism ensures two important outcomes:

- *The candidate comes aboard feeling that he or she has been treated fairly*
- *The search enhances your company's reputation in the marketplace*

Remember that your candidates are also very busy professionals who have sacrificed valuable time to talk with you. Furthermore, they did not solicit this opportunity; it was presented to them.

The executive search firm shall provide you with a reasonable level of follow-through after you have hired the candidate.

Seemingly successful placements can sometimes fall apart during the transition period. As a result, the consultant's responsibility does not end when the candidate accepts the offer. Instead, the consultant should stay in contact with the new hire as long as necessary to ensure a smooth transition and help them settle into the new position. Above all, the consultant should make sure that you are fully satisfied before considering the search a success and concluding the assignment.

Stand up for Your Rights!

Given the importance to your organization of filling the position with the highest quality candidate, you have every right to expect the highest level of service. Remember that by working with a retained executive search firm you have entered into a consulting partnership.

Take a proactive approach to managing the relationship. Do your homework and provide full and accurate information regarding the position and the ideal candidate. Set very clear expectations up front in terms of how you and the search consultant will work together. Keep the lines of communication open on your end, and stay in regular contact with your consultant until the assignment has been completed to everyone's satisfaction.

If at any time during the search your consultant doesn't seem to understand the nature of the assignment, fails to provide ongoing feedback and progress reports, fails to present a range of qualified candidates or doesn't represent your firm in the manner you wish, express your dissatisfaction immediately! Now that you know your rights, it's up to you to hold your search firm to the high standard of service that you expect.



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