

# IT'S NOT ABOUT US, IT'S ABOUT YOU!



## CASE STUDY: HELPING A RELOCATING BUSINESS HIRE A KEY OPERATIONS LEADER

**Client Industry:** Niche B2B Services

**Role Recruited:** Head of Operations

**Location:** South East UK

**Service Provided:** End-to-end recruitment strategy, advisory, and placement

### The Challenge

A growing business relocating to the area approached Clockwork Recruitment with a recruitment challenge: they needed to hire a senior operations professional who could drive their expansion – but they didn't have a job description, internal HR support, or recruitment plans.

The role was vital to the success of their move, but they were uncertain about how to position it, what title to use, or where to begin sourcing the right person. Initially, they were focused solely on finding someone from within their niche industry – which significantly limited their pool of candidates.

### Our Approach

We started with: listening and understanding, and taking a comprehensive brief

Our team arranged an on-site visit with the client to get a full picture – not just of the role, but of the business culture, leadership style, and long-term goals. Through open conversation, we helped them clarify what they truly needed: someone commercially savvy, operations-focused, and aligned with their values.

From this, we created a bespoke job description and advised on a more fitting job title that better matched their company structure.

We also challenged their initial idea of hiring solely from the same industry – helping them see how adjacent sector experience could actually bring fresh thinking.

## The Process

- Delivered a handpicked shortlist of candidates, each matched to the evolving brief
- Worked closely with the client to fine-tune the role based on live feedback from CV reviews
- Coordinated first-round interviews with four top candidates
- Recommended a strategic second-round interview where each candidate presented a business plan — offering the client insight into their thinking, vision, and leadership style
- Negotiated the offer on behalf of the client
- Oversaw the on-boarding process and maintained regular check-ins with both client and candidate

## The Outcome

- A standout candidate was successfully placed in the newly created role of Head of Operations. The client was thrilled — not just with the hire, but with the whole experience. The structure, strategic advice, and end-to-end support allowed them to stay focused on running their business during a pivotal time.
- Client feedback:  
“Working with Clockwork Recruitment made the whole process seamless. Without them, this would have taken a lot more of our time — they helped us see things differently and ultimately make a fantastic hire.”

*If you would like to discuss how our services could benefit your business, then please get in touch.*

