

Client case study: Ocado

Background

Robert Walters maintains a strong position on Ocado's PSL, offering a highly specialist recruitment service and providing high calibre finance professionals to join their ever-growing finance function. Ocado engaged with Robert Walters in early 2017 to help recruit for multiple finance roles. Ocado is a leading online supermarket selling online groceries to over 580,000 active customers across the UK. Established in 2000, the business has grown from strength to strength, embracing the online shopping trend and demand for high quality and fast customer service.



Approach

Robert Walters offered a bespoke approach to help assist Ocado in up-skilling and growing their finance function. Robert Walters specialist finance consultants have a strong relationship with the client have maintained high quality service to ensure all the client's needs were clearly understood and fulfilled. A detailed strategy was agreed upon following several meetings and on-site visits. The approach involved three stage face-to-face interview process during which the Robert Walters team produced a shortlist of high-quality candidates to present to the client just a few weeks after taking on the assignment. Through consistent communication and effective timescale management Robert Walters exceeded client expectations and assisted in the final rounds of selection, providing expert feedback and market knowledge.

Solution

Utilising their extensive market knowledge, the Robert Walters team head-hunted and had several phone calls and meetings with the top-quality candidates on the database. Going beyond this and utilising the bespoke advertising package offered to the customer, Robert Walters were able to tap into the more passive candidates in the market to produce a high-quality shortlist of five finance professionals.

Results

Robert Walters successfully placed two very high-profile roles with Ocado, producing a high calibre of candidates, exceeding many other agencies used by Ocado. As a result, the client relationship continues to grow even stronger.

Testimonial

"We use Robert Walters for roles on both our commercial and technical side and they have been successful in supplying us with both. They will never send us a candidate they have not met themselves and pride themselves on providing the highest customer service and best candidates in the market. In summary, i would highly recommend working with Robert Walters for all your recruitment needs and highly recommend Abdul as a consultant."

-James Ewington, In-House Recruiter Business Central, Ocado