

Case Study

Finding the right Operations Manager for a commercial real estate services provider first time.



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Background

The client was seeking to appoint an Operations Manager but faced difficulties in securing the right candidate. Other agencies had been submitting individuals without the correct years of experience or those based outside a commutable distance, resulting in wasted time and ongoing resource pressures.

The InVictus Solution

We began by taking the time to understand both the expectations of the role and the specific requirements of the contract. Throughout the search, we provided regular updates before submitting CVs to ensure full transparency. Every prospect was screened, and 3 key candidates were interviewed by video to confirm suitability.

Only the top 3 were presented to the client, each with a clear overview of their skillset, background, location and travel time to site. We also provided thorough interview preparation to candidates, maintained close contact with both sides during the offer and onboarding stages, and continued to check in at 4, 8, and 12 weeks to make sure the hire was settling in well.

The Outcome

The result was a targeted shortlist of 3 quality candidates, leading to a successful appointment. By carefully shortlisting 5 CVs internally before submission, we ensured the client only saw the best-matched applicants.

This precision saved time by avoiding repeated review rounds, and gave the client confidence that every CV sent was interview-ready. Ultimately, 3 interviews led directly to a single, successful hire.



Breaking it Down

- ✓ Took time to fully understand the role and the contract from the client
- ✓ Screen called all prospects and video called 3 key candidates, keeping the client informed
- ✓ Submitted the top 3 candidates for interview, highlighting location and travel time to site
- ✓ Provided interview preparation for all 3 candidates
- ✓ Contacted client and candidate in first 4/8/12 weeks to ensure they were settling in well

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Our Engineering Management & FM vertical helps clients drive operational excellence across their assets. We tailor recruitment to your technical needs and business priorities, delivering talent that enhances performance, ensures compliance, and supports objectives across sectors from commercial to healthcare, education, and public services.

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Results



Internal Shortlisting

Internally shortlisted 5 CVs before only providing the top 3 CVs for interview



CV-to-Interview Accuracy:
100%

Every CV submitted was deemed strong enough to go straight to interview



Interview-to-Placement
Ratio: 3:1

3 interviews to a single placement

Testimonial

We asked Samuel to help us find an Operations Manager for our onsite team, and he delivered exactly what we needed. The main thing to get across was he understood the operational and technical demands of the role as well as the importance of cultural fit, which made the process feel very targeted rather than generic.

Key touch points along the way helped me know where the candidates thoughts were in the process, and he was honest about the strengths and weaknesses of each candidate rather than just trying to 'sell' them. The person we've appointed settled in well and making a difference, which is a direct reflection of the recruiter's hard work and market insight.

Operations Manager | Commercial Real Estate Services Provider



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