



# Engaging with your agency

Choosing the next step in your career is a pivotal and often difficult process, increasing in complexity as your experience and skill level continues to grow.

Using an agency can be a huge help in negotiating the minefield that is the job market and this document will help you to get the most out of your agency and ensure you build a relationship with your consultant that will continue to develop for a positive future.

## Choosing your agency

There are a few key points to follow when choosing the agency you want to work with or when applying for an agency advertised role. It's important to bear in mind that many companies share clients and role crossover is fairly common. The strength of the agency's relationship with the client is the most important factor to consider.

Your approach should be split into two main areas:

### 1) Job specific applications – checklist

- Confirm it is an actual live vacancy and not a sourcing advert to populate a database;
- Request the company name (on occasion the company may ask to be anonymous so try to gain as much background as you can, i.e. industry, location, etc.);
- Ask if the agency you are calling is working with the client exclusively and at what stage the recruitment process is currently; and
- Arrange a face to face meeting with the consultant – whenever possible.

### 2) Registering to consult with an industry specialist

- Follow a personal recommendation from a peer or friend;
- Complete a background check via LinkedIn / your own networks;
- Discuss the background of your consultant with them including their expertise; and
- Arrange a face to face meeting with the consultant – whenever possible.

## Multiple agencies

While using more than one agency can seem to be increasing your chances to secure a role, this can be counterproductive, investing more time managing your agencies than your career. Finding a trusted consultant who understands your career and motivation is key to selecting a suitable agency, with no more than two or three reputable agencies that are assisting you with your job search.

## How to engage the agency / what to expect

The consultant will request a copy of your resume and arrange an interview with you (you may have already arranged this).

When you have submitted your information you will now be registered with the agency.

## Looking to land a role through u&u?

Accounting & Finance  
Alan Duggan: 07 3232 9131

Business Support  
Erica Brock: 07 3232 9129

Construction & Property  
Jess Mitchell: 07 3232 9149

Digital  
Sophia Philippou: 07 3232 9139

Engineering  
Erin Dennis: 07 3232 9117

Executive  
Tim Turner: 07 3232 9135

Human Resources & HSE  
Andrea McDonald: 07 3232 9103

Information Technology  
Ben Pace: 07 3232 9112

Legal, Risk & Compliance  
Katie Francis: 07 3232 9116

Marketing & Communications  
Cassandra Vickers: 07 3232 9119

Procurement & Contracts  
Dee Clarke: 07 3232 9102

Sales  
Chris O'Flynn: 07 3232 9111

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## How to engage the agency / what to expect (continued)

- It is imperative that you confirm with your consultant that they ensure you are notified before your resume is sent to any potential employer; and
- It is your decision who represents you for any role at any time and you shouldn't feel pressured by your consultant.

The consultant will request a copy of your resume and arrange an interview with you (you may have already arranged this). When you have submitted your information you will now be registered with the agency.

## Communication is key

If at any time you would like to assess the progress of your application for employment via your agency you should contact your consultant for an update via phone or email. They will be searching on your behalf and should have regular contact, when appropriate, to provide an update.

The communication should be a two-way street. Ensure you keep your consultant up to date if you are submitted for positions elsewhere. Potential employers do not want to receive applications from multiple sources which can harm your application.

Understand the strength of the relationship between your consultant and the client as this is a key factor in determining an accurate fit for you in your next role.

## Interview - Negotiation - Placement

### Contract role

Generally, this is a quick process – one to two interviews, then offer. A one week notice period for both parties is standard.

### Permanent

The process will be dependent on the role depth, seniority and complexity of the HR process. A usual process often begins with the line managers and HR before including senior management. Be prepared for the possibility of the following testing:

- Medical;
- Psychometric testing;
- Behavioural testing;
- General presentation skills; and
- You will also need to provide evidence of your right to work in Australia.

### Offer

Generally, the offer is made to your consultant who will discuss this with you and negotiate on your behalf in consultation with you. Upon acceptance of the role contracts will be emailed and posted out for signing and review plus a start date will have been agreed. It's important that during this process your consultant is aware of any other positions you are in process with / changes in your circumstances as this has an impact on the negotiation process and timescales involved.

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Note: Always prepare a response to being questioned about your salary requirements prior to your interview, after consultation with your agency.

## After your placement

On average, you should expect to speak to your consultant around the start date and then every few months to continue to develop the relationship and update them on your progress. It's important to remember that our commitment to you does not end here. We want to be kept up to date with:

- how your position is progressing;
- if there are issues we could help to resolve; and
- if you need to secure further staff (personally or elsewhere in the business).

We will assist in any way we can. Discretion is a key aspect of our practice and in no way would we compromise your working situation. Future referrals and feedback We are proud of our practices and as a result enjoy a healthy referral process provided by trusted clients and candidates, which we are committed to growing for the future.

u&u employs a Customer Engagement Manager specifically focussed on enhancing our candidates' experience. During your engagement with us, you may hear from our Customer Engagement Manager directly, seeking feedback on your experience with us. Feedback is a key learning tool for us all to improve our service and we actively encourage you to provide your opinions on our communication with you.

Our aim is to gain your confidence to use us on an ongoing basis throughout your career, recommending us to your friends, colleagues and peers.

u&u. It's not just our name it's our purpose. At u&u, we connect you – the employer – and you – the employee – by taking the time to understand what matters for you and you.

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