

RECRUITMENT FOCUS

OFFICE SUPPORT

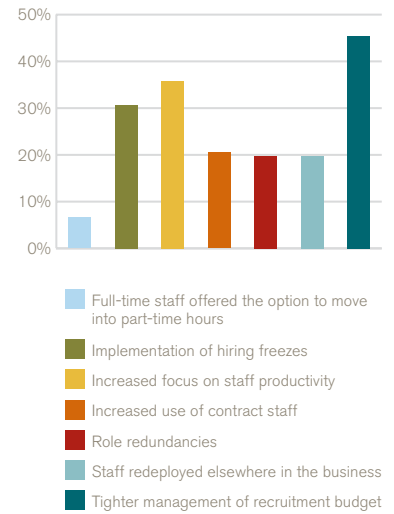


IS THE CURRENT ECONOMIC CLIMATE FORCING YOU TO RETHINK YOUR APPROACH TO RECRUITMENT?

IF IT IS, RELAX, YOU'RE NOT ALONE, IN FACT YOU MIGHT EVEN BE AHEAD OF THE GAME.

A recent Hudson survey of office support hiring managers has revealed one-in-four believes their ability to attract and retain quality people is being impacted negatively by the current economic climate.

As a result, many employers are rethinking their talent management strategies, with 45% focusing on tighter management of their recruitment budget and 36% choosing to improve productivity among their existing staff.



EMPLOYMENT LANDSCAPE

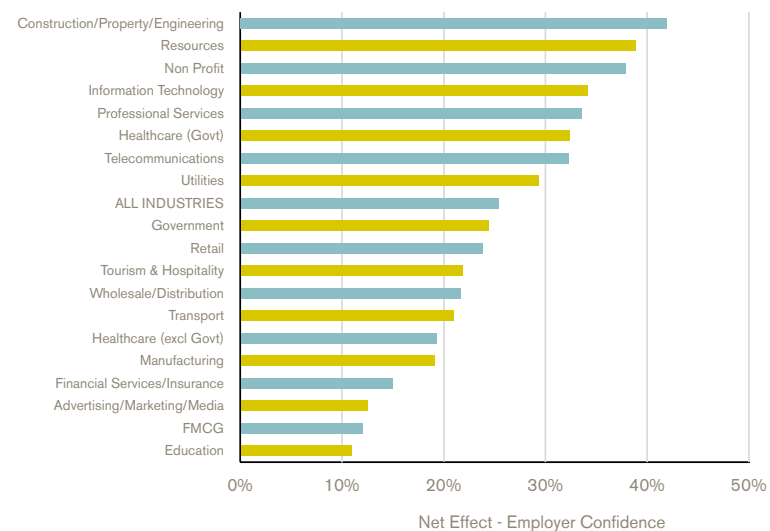
These findings are in keeping with Hudson's most recent *Hudson Report: Employment Expectations*¹ figures, released in early October, which show a 14 percentage point decline in the number of employers looking to hire new staff during this quarter, compared to the start of this year.

Based on nationwide research, Recruitment Focus provides hiring managers with specialised information relating to their team.

Results included in the current issue of Recruitment Focus are based on survey responses from 1,132 employers, who were personally surveyed by Hudson Office Support recruitment professionals.

This issue of Recruitment Focus looks at how office support hiring managers are being impacted by the current economic climate, what steps they are taking to minimise the impact, and what skill sets are most difficult to find in today's uncertain market.

Broken down by sector, employer confidence* varies:



The recent saturation of news on the global economy is testament to the concern with which Australians and New Zealanders view the present economic climate. As business and consumer confidence dips, employers are becoming more cautious in their hiring and taking a more measured approach.

¹ Hudson Report Employment Expectations Australia, Oct – Dec 2008

* The net effect employer confidence figure is calculated by subtracting the percentage of employers that expect to decrease permanent staff levels during a given quarter from the percentage of employers that expect to increase permanent staff levels during the same quarter.

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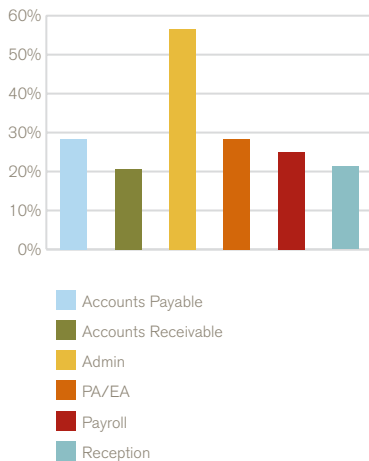


TALENT SHORTAGE STILL BITING

The Recruitment Focus research revealed close to one-third of office support hiring managers are still finding it difficult to source candidates with the appropriate skills - so it's fair to say the talent shortage is still biting.

Hardest to find skills include:

- L Administration
- L Executive assistant
- L Accounts payable



RECRUITING IN UNCERTAIN TIMES

In these tough times, smart employers are making sure that they are getting the most out of their recruitment budget. For those recruiting it is important to get the fundamentals right:

Tips on attracting the best candidates:

To make sure your job advertisements attract the best office support professionals:

- L Clearly articulate relevant details about the role including salary range, career development and training opportunities in your job ads.²
- L Outline what your company is like to work for - use current employees as champions during the interview process.
- L And most importantly...highlight why the people you want to attract, should want to work for you.

Selecting the right candidates:

The cost of losing an employee is estimated at between 70 - 150% of the individual's salary, so it's important from a financial perspective to get it right:

- L Utilise appropriate and tailored recruitment methodologies, such as interviews, skills testing and reference checks to ensure you get all the information you need to make the right decision.
- L Introduce the candidate to the team so you can gauge if they will fit culturally.

TIPS FOR SUCCESSFUL RECRUITING

Know your audience: Take the time to understand the motivators that drive office support professionals and tailor the recruitment process to suit the individual.

Communication is key: Honesty, transparency, consistency and flexibility are aspects of the recruitment and employment process that are highly sought after. Employers who deliver in these areas will differentiate themselves from their competitors.

Talk to the experts: Talk to a recruitment expert who understands your market. A good recruitment consultant will help you gain insight into what other similar sized organisations are doing and help you assess and benchmark your recruitment process against your competitors.

ABOUT US

Hudson Office Support prides itself on providing the most responsive, professional and high quality service in the market. Committed to exceeding customer expectations, our consultants really do go the extra mile to deliver superior results each and every time.

With over 22 years' experience, we provide the very best in temporary, permanent and contract, executive PA, secretarial and administrative recruitment services. But it's not just our wealth of knowledge and expertise that gives us our edge. It's the energy and drive we bring that makes the difference.

You'll see a unique kind of passion in everything we do, from our service commitment to our screening processes. Above all, you'll see it in the calibre of our candidates.

To find out more about Hudson, visit us online at www.hudson.com

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² Hudson 20:20 Series: Candidate Buying Behaviour, March 2008