

# TOUCHPOINT CHANGE!



## Interim Managers – Skills Available

Every organisation needs good people in key roles - especially during times of change. Our Interim Managers and Directors have the experience to make a difference and contribute to more than just a job description.

When organisations decide to limit recruitment budgets and reduce permanent headcount, there is still a need to bring in the skills to manage change, reduce costs, increase efficiency and deliver challenging targets. Interim Managers are therefore becoming a more important part of many organisations' resourcing.

We can offer Interims in all of these areas, each with a wealth of knowledge in the sectors noted overleaf:

Department Or Function \ Organisation Situation	Start-ups/ Growing Businesses	New Strategy & Diversification	Efficiency/Reducing Costs & Turnarounds	Internal Change Programmes	New Products/ Services & Branding	Audit/Due Diligence, M&A and Disposal
	Sales & marketing	✓	✓	✓	✓	✓
Operations, customer service & contact centre	✓	✓	✓	✓	✓	✓
Supply chain, logistics, manufacturing	✓	✓	✓	✓	✓	✓
Finance, commercial, procurement & legal	✓	✓	✓	✓	✓	✓
IT, telephony & communications	✓	✓	✓	✓	✓	✓
HR, people change, business culture	✓	✓	✓	✓	✓	✓
Typical roles ✓						

- Touchpoint Change Skills Available**
- Project, Programme & Change Management
  - Business Analysis & Process Reengineering
  - Specialist Interim - Ops, HR, Cust.Service
  - Finance, Restructuring & Cost Reduction
  - Strategy, Creativity & Business Planning
  - Training, Coaching, Facilitation & N.E.D.

Strategy And Creativity Consultants  
 Business Change Managers  
 Facilitators And Advisers  
 Interim Managers

We can move quickly to help resource your projects - contact us now to get started.

**0845 1301 357**  
**Info@TouchpointChange.co.uk**

... helping your people transform your business ...  
 ... delivering the benefits of change ...

# **TOUCHPOINT CHANGE!**

**Interim  
Managers**

**Recruitment  
without the up  
front costs.**

**Or the long term  
liabilities.**

## **Interim Managers –when you need them**

How does it work? Engaging an Interim Manager is simple:

### **1. Define the skills and role**

You articulate the business need and objectives. We then work together to define the person spec and agree timescales and a realistic daily rate range.

### **2. Search**

We then search our database of candidates and identify a long-list of potential candidates. Following discussions with them regarding their specific experience, availability and interest, we then present you with a short-list of CVs.

### **3. Select**

We agree a selection process with you which includes an interview - either face to face or on the telephone. When you have identified a preferred candidate we complete the negotiations regarding duration, dates and rates and agree a contract. Unlike a senior permanent hire there are no up front agency fees with Interims. You simply pay a fixed daily rate, invoiced weekly or monthly, which means that you can manage budgets more effectively.

### **4. Deliver**

The Interim then joins your team and undertakes the role. You are responsible for setting objectives, providing guidance and performance management. Responsibility for delivering specific objectives is with the Interim, under your leadership, but we are keen to ensure the process works well and will support both parties to make it a success.

### **5. On completion of assignment**

Near the end of the assignment, if the role is complete, we agree exit and handover plan. Otherwise we decide how it should continue and for how long.

### **6. Follow up**

We maintain business insurance for up to 12 months in the unlikely event of a dispute. We can arrange a further review with you to assess how interims can save you money, deliver change or improve your flexibility.

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