

Client case study:

Harrods

Background

Harrods have a longstanding relationship with Robert Walters, most recently engaging them in spring 2024 to support with recruitment of three senior-level hires as part of a revolutionary system transformation programme.



The roles were instrumental in the delivery of the migration, ensuring adherence to tight deadlines and adoption of standard, whilst navigating multiple stakeholders and informing the programme from an industry best-practice perspective.

Robert Walters were requested to identify top talent within the Finance, Supply Chain, and Merchandising spaces to spearhead workstream activities across each vertical, providing candidates that were both true subject matter and transformation experts. The brief also required an extremely tight turnaround due to internal timelines being brought forward.

Solution

The Robert Walters team took a thorough brief from the Programme Director, ensuring they understood the full breadth of each role and the requirements of this specific project. From their previous experience of working with Harrods, the team coupled this with a sound understanding of the importance that cultural fit also played in these hires.

Utilising both their wide network and extensive market knowledge, a cross-section of suitable individuals were quickly identified within each workstream, delivering candidate shortlists within a week of briefing the role.

Throughout the process, Robert Walters were able to pivot their approach and tact in response to the evolving needs and timelines of the process, never compromising on quality or service level, ultimately filling all three positions in alignment with the beginning of the programme.

Testimonial

“Ciaran and the Robert Walters Transformation team did an excellent job for us on a recent strategic programme brief, with exceptionally tight timescales and faced with a tight market.

Thanks to the tenacity and diligence of the team, despite being very specific in our requirements and expectations, they met the brief in full and delivered our resource needs aligned to our deadline. I found Ciaran to be open, receptive and quick to respond and wouldn't hesitate to work with him again in the future.” - **Emma Thompson, Head of Resourcing, Harrods**