



Filling Positions of Expertise

Volt Consulting Group is a leader in providing recruitment outsourcing and workforce management services to companies within technical industries globally. To find out a bit more about the company, we spoke to Julie Smith, VP of Operations, who has been with Volt for 28 years and has been working within MSP and RPO for 17 years.

Volt boasts a team of experts which help the company to partner with businesses within IT, Telecommunications, Life Sciences, Engineering and Data and Analytics industries, as well as offering unique MSP and TTM solutions for each individual client. Throughout the company, the team are in the business of fulfilling potential and this is at the core of everything it does, priding itself on its personal and human approach within what can be quite a robotic and complex industry.

Outlining Volt's goals and targets, Julie is keen to emphasise the importance of both staff and clients fulfilling their potential. Looking to exceed client expectations, Volt aims to save business costs and provide less risk when managing their contingent workforce, as Julie alludes to.

"Here at Volt, our overall mission is to enable people and organisations to fulfil their potential. We look to achieve this by giving businesses more time, cost savings and less risk through managing their contingent workforce. This then enables the people within the business to fulfil their potential but also the business itself. Also, we are very proud of our supplier management and the suppliers we work with, since we can make sure that the contingent workers that go through our programmes are being enabled to fulfil their potential also."

Important to the success of the firm is the way the company undertakes a wealth of new projects, and Julie describes what steps are taken to ensure that clients receive the best possible outcome.

"With Volt's robust project management methodology, no stone is left unturned. We invest in both people and time to really understand all aspects of our client's business processes. Alongside this, we meet the stakeholders across the business to understand their wants and needs. Also, we use our own knowledge of best practices and streamlined solutions, tailoring our services to meet not only the business needs, but so that individuals can benefit from it too.

"Building partnership relations and trust is key, along with an evolving communications plan that brings the client along the journey with us, so that on service launch there are no surprises. All there is, is a fit for purpose solution adding value to all stakeholders."

Differentiating itself from its competitors, Julie believes that Volt is able to mark itself out as the best possible option for clients thanks to the personal approach that the team adopts. Building long-term relationships and producing fantastic results is a staple of Volt's success.

"Feeling welcomed and important, the client comes first in every

aspect, this means that working with us you get a personal and human partnership that will give you a bespoke service. Most MSP providers give very similar offerings, where we stand out is we are the best and most efficient to work with. This is shown in our net promoter score of 23 and our average client tenure of eleven years."

To provide the best service however, the right people must be employed in order to deliver the best service. Creating a thriving internal culture, Julie details the company's stringent hiring structure, discussing how the firm attracts the very best talent in the industry.

"Therefore, when it comes to hiring staff we look for self-motivated individuals who are looking for a place to grow and develop. They also need to fit in with our core values, this is very important to us as this makes sure everyone is on the same page."

Lastly, Julie signs off by predicting what the future holds for Volt, and the company look set for exciting times ahead, as it will look to its expert team to continue to provide a fantastic service. Expanding its client base and foreseeing new partnerships on the horizon, the road ahead is an exciting one for Volt.

"Ultimately, the future is looking very good for Volt as we have acquired a very strong team over the last



year which is going to enable us to grow our business 100% over the next three years. We want to bring our high level of service to more and more customers, enabling them to have the benefits all our other clients have gained by partnering with us.

"Finally, we are also really excited to start partnering with businesses on a consultancy basis, advising them on their recruitment and workforce management processes which will enable them to better manage them themselves."

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