

An abstract graphic on the left side of the slide, featuring a complex network of glowing blue lines and hexagonal shapes, resembling a molecular structure or a digital network. The lines and shapes are interconnected, with some points glowing more brightly than others. The overall color scheme is a deep blue, matching the background.

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– Case Study

Company Background

Lending – Buy Now Pay Later (BNPL)

- Tectivo recently worked with a UK based B2B BNPL business that specializes in implementing flexible payment options into the checkout journey.
- The business has around 250 employees in Europe and has been growing steadily for the last few years.



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Challenges Faced By Client



Our client needed to hire a Head of Account Management for their B2B business solutions.

The company has an in-house recruitment team but due to an ongoing project was struggling to resource and wanted to make sure this role could be looked at by specialists.

They were looking for someone that had experience of the BNPL and lending sector and who had experience managing people and SLAs.

They were open to hiring somebody who was already operating at SMT level or somebody ambitious with the skills to step-up into the role.

Our client needed someone that could be fully office based in London.

They also had to have experience managing both enterprise and SME accounts.

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What Did We Do?

- We took a detailed brief from our client, including noting down their growth story.
- We then went about thoroughly researching the BNPL sector, trying to identify the relevant candidates in target companies. In total, we produced a target list of about 60 people.
- Our approach stage consisted of making headhunt approach calls and taking candidates through a meticulous selection process. We also relied on using psychometric profiling and aptitude testing, to identify high achievers.
- It was a hugely successful approach stage, resulting in us having conversations with lots of qualified candidates.



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- We were able to shortlist 5 candidates for the role, 3 of them were already operating as Head of Account Management in the BNPL sector and 2 were working as Team Leaders.
- Our client carried out a 3-stage process with key stakeholders and quickly realized they wanted somebody that had already operated at SMT level.
- They really liked all 3 candidates and had a difficult job narrowing down the shortlist. In the end, they decided on taking the candidate who produced the best presentation and who best matched the role profile via the psychometrics.
- This was an incredibly successful and speedy search process that ended with a very satisfied client. They commented how seamless our process was and how much valuable time we were able to save them.

The Outcome

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