

Cactus Search Service Level Agreement

At Cactus Search we value the relationship we have with our candidates - YOU. In order to ensure we provide you with the service you should expect we have created a Service Level Agreement which we extend to all our registered candidates.

We promise to:

Acknowledge your application - If you apply for any of our roles as either a new or existing candidate, we will respond personally to each and every application you make. We will ensure we are fully aware of your circumstances, the reasons for your application and the type of roles you are seeking.

Provide you with Information - As our clients are often very specific in their requirements, once we have identified a match we will provide you with the full role profile including company details to enable you to make an informed decision on whether you would like to proceed. At interview stage we will provide full interview details & any suitable preparation advice.

Preserve your confidentiality - Unlike many unscrupulous recruiters we have **never** and will **never** send your CV to a client without first speaking to you first. We will wait until you have confirmed your interest prior to submitting your details.

Keep you up-to-date - Should our clients short list you for their role, our consultants will keep you posted of the status of your application and give you feedback from our clients whenever possible. Should you not be shortlisted, we will of course inform you of this and provide reasons as to why. Please do bear in mind that although we always request feedback, there are times when we do not receive any and as a result cannot pass to you.

Keep you in mind for other roles - Once you have registered with Cactus Search, you will be loaded onto our Management Database which is accessible to all of our consultants. Should your requirements and skills fit any of our current roles, our consultants will contact you via email or telephone to ascertain your interest. We will also send out job alerts to notify you of our new roles – if you are interested, please feel free to apply!

In return we ask for:

As much info as possible – when applying for roles, please ensure that you fill out as much detail as possible to include exact salary & locations willing to work

Confirmation that you have not been submitted for roles - If you have already been submitted for a particular role via another agency, please tell us to avoid duplicate applications!

Situation Updates – Inform us of interviews elsewhere so we can speed up the process if required & if possible let us know if you have found another role.

Call / E-mail / Chase us! - If at any point you wish for an update, please don't hesitate to contact any of us. Often the lack of feedback is due to our clients and not down to us, if in doubt please contact us.

Keep aware of live roles – All our roles are advertised on our site, to ensure we cover every suitable role, make sure you inform us of your interest – it's a 2 way process!

Remember:

You are as **VITAL** to us as our clients and we want to ensure you receive the best service possible – in order to do this we ask that you keep in touch & use us in whatever way we can best support you. If you don't know the DDI of the consultant you are dealing with, we all can always be contacted on:

Tel: **08702 866 904**

Text: **07717 993 660**

Email: info@cactussearch.co.uk

