



# FIND A LIKE-MINDED TEAM

A guide to job searching and finding your perfect role



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# A GUIDE TO FINDING THE PERFECT ROLE

This resource is designed to guide you through our recruitment process and provide some useful advice on interview techniques, CV tips and additional titbits, all with the aim of making you **fiercely distinctive**.

We pride ourselves on our ability to match exceptional candidates with top businesses and private individuals all over the world. Our approachable, intelligent and professional team of consultants endeavours to instil you with confidence through the entire process, ultimately securing your perfect role.

As always, we welcome your feedback so please feel free to email us at **[CH-info@tiger-recruitment.com](mailto:CH-info@tiger-recruitment.com)**

Please also check our [website](#) for the other services and resources we offer, including training and coaching, virtual and international opportunities and industry insights.



# INTRODUCTION TO TIGER

Tiger was established in 2001 in response to a gap in the market for a premium business support recruiter that focused on service excellence for candidates and clients alike. Since then, we've expanded significantly and now have offices in London, Dubai, New York, Manchester, Bristol, Dublin and Zurich. Tiger Recruitment spans six distinct divisions: Business Support, Private, Hospitality, Digital, HR and Finance.

When you attend your registration interview, please let your consultant know if you are interested in a permanent, temporary, or contract position. If there are any changes to your preference or your employment status, please keep your consultant informed so they can make the relevant amendments to your search preferences.

GOOD LUCK WITH YOUR JOB  
SEARCH AND THANK YOU FOR  
JOINING TIGER RECRUITMENT!



## WHAT HAPPENS NEXT

Before we can place you in a job, you will need to provide us with identification. Please ensure you respond to your consultant's request promptly, so that we may verify your right to work and place you in a job as soon as possible.

If you are registering for temporary work, our team will take up references, so please inform your referees that you have passed on their details to assist us in obtaining completed references quickly.

At Tiger, jobseekers are not assigned with a single point of contact, so once you are registered you could be contacted by any member of the team to discuss suitable roles. If you see any positions that you are interested in, contact the consultant you registered with—they will pass your details onto the relevant person.



“MY RECRUITER ALWAYS KEPT ME UPDATED AND AWARE OF ALL OPPORTUNITIES THAT SHE THOUGHT I MAY BE INTERESTED IN. I ENDED UP GETTING MY DREAM JOB, THANKS TO HER AND TIGER RECRUITMENT.”

**SALLY, EXECUTIVE ASSISTANT**

Please don't be discouraged if you are not contacted immediately about live opportunities after meeting with us. We place a huge emphasis on the value alignment between employee and employer so—to ensure we are respectful of everyone's time—we will only submit you for a role that we feel is the right 'fit' for you.

### **THE JOB HUNT**

We encourage you to keep an eye on our website so that you are aware of all new positions as they become live. In some cases, you will hear about suitable roles before you see them advertised, but please do contact your consultant if something grabs your attention and you haven't been called about it already.

When we receive a new job brief from an employer that may be of interest to you, we will reach out by phone or by email. It's always a good idea to save your consultant's phone number and email address to ensure you don't miss any new opportunities.

When running new roles past you, we believe in imparting as much information as possible so that you can make an informed choice about whether you want to be considered for a position. Once you have indicated that you would like your CV to be sent across, we ask that you attend all interviews we secure on your behalf.

We value confidentiality and will never send your CV to a third party without your prior permission. Similarly, while we like to give you as much information as possible about potential roles, many of our clients also ask for confidentiality— so we'd request that you keep any employer or job information private.

Throughout the interview process, we believe in giving you honest feedback. Please keep us informed of your situation, including any interviews that are progressing through to further stages. This helps us keep our clients updated and means we can push the process along more quickly if needed.

If you have any queries at any point in the process, always feel free to speak to your consultant.

### **RECOMMENDATIONS**

Many of our clients and candidates have approached us further to personal recommendations. We're very grateful for this and are delighted to offer rewards for referrals. For further information, please speak to a consultant.

### **JOB ALERTS**

We recommend that every jobseeker who registers with us sets up their personalised job alerts via our website. Once in place, you will be automatically emailed with new roles that suit your skills and experience.





## TEMPING WITH TIGER



Once you're booked in for your first temporary assignment, we will send you an email with the relevant forms and information to complete for payroll. They will need to be returned to us as soon as possible in order to be set up for online timsheets.

The process will vary according to the employer. When you confirm a booking, we ask that you honour that placement as last-minute cancellations can place both us and our clients

in a difficult position. Our most loyal and reliable temps are given priority and are generally requested back by employers.

Before you begin an assignment, we will ensure that you are fully briefed about the role and company. Please contact us on the first day of your booking to check in and let us know that all is well. We will remain in regular contact throughout your temping assignments.



## ONLINE TIMESHEETS

Tiger operates an online timesheet submission system. Before your first temporary assignment, you will be provided login details to the online portal, where you can complete your timesheet. We request that your timesheet is submitted at the conclusion of your last shift for the week. You should ensure that your timesheet is submitted by COB Friday and you have until

12pm on Monday to ensure that the timesheet has been approved by the authoriser. This will ensure that you are paid accurately and on time. For any payroll queries please email [payroll@tiger-recruitment.co.uk](mailto:payroll@tiger-recruitment.co.uk). Once submitted, the timesheet is sent to the nominated authoriser (usually your hiring manager) and will need to be approved by 12pm on Monday for the previous week.

## HOLIDAY PAY

All temporary workers receive a vacation allowance which is equal to 8.33% of your basic rate. This entitles you to four weeks of holidays each year. All workers up to 20 years of age and those over 50 are entitled to increased holiday compensation, equating to five weeks per year or 10.64% of the salary.

Please always get the approval of your line manager before booking any holiday dates. Once approved, requesting your holiday is as easy as submitting your timesheet via our Eezytime portal by clicking on the 'Holiday Request' tab. Should you wish to be paid holiday pay, submit zero hours on your timesheet for the applicable time period, and it will be paid out to you the following week in line with normal payroll. Please note, this also applies to any bank holidays.

## REMOTE WORK

If your temp assignment involves working remotely, please ensure your home setup is comfortable and quiet with a strong internet connection. You will be expected to be contactable during business hours and track your work times for your timesheet. We also recommend agreeing, at the beginning of the assignment, anticipated timings and output of tasks with your hiring manager.

All temporary workers receive a vacation allowance which is equal to

**8.33%**  
of your basic rate.



## TIGER TEMPORARY GUIDELINES

Whether you are an experienced temp or temping for the first time, please use the following guidelines during your time as a Tiger Temp:



### Be proactive with the paperwork

Please ensure you have read our terms of engagement and assignment details, and have returned the signed forms prior to commencing your first temporary placement.



### Dress for success

Please respect the dress code of the company you are working for and dress in line with the expectations of respective clients.



### Submit your timesheet

Timesheets are your responsibility and must be submitted at the conclusion of your last shift for the week. The latest that your timesheet will be accepted is 12pm Monday for the previous week. Ordinarily, you can expect to be paid on the following Friday (a week in arrears). Should you miss the deadline, your pay will be delayed by a further week.



### Arrive on time

Be punctual. If you are held up or unable to get to work, you must contact the temp team before 8:30am so that the client can be alerted and alternative arrangements can be made if necessary.



### Switch off

All mobile phones must be switched off during business hours.



### Keep to the brief

Any use of client telephones, internet, email, faxes, photocopying and franking facilities are generally not to be used for your own personal use, unless authorised by your line manager.



### Stay secure

Be mindful of a client's health and safety policy. At the end of an assignment, please leave handover notes and return your security pass before leaving.



### Keep in touch

During an assignment, please provide us with your temporary email address so we can keep in touch.



### Approve overtime ahead of time

Overtime can only be completed with prior written approval of both the agency and the employer. If you are not able to complete your work within your working day, please speak to your consultant.



### Feedback

From time to time we ask our clients to complete feedback forms. These forms are used to assess your performance and allow us to monitor client satisfaction.

# RESOURCES



## ONLINE

We email informative weekly and monthly newsletters to registered candidates. These typically include details on market trends, top jobs, latest insights, useful events and exciting competitions. Opt in via our website or at interview to ensure you receive these, or sign up [here](#).

Our job vacancies are listed on our website, Twitter and LinkedIn pages. Follow us for updates on available positions and other useful insights.

It's also worth keeping an eye on the insights area of our website, which includes career advice, events, news and other important information.

## INTERVIEW PREPARATION

If you're offered an interview for a role, there's plenty you can do to prepare. Please don't hesitate to call us before your interview if you have any queries—we would be delighted to help.



## TIGER CHECKLIST

### Your CV

- Please send your CV to us in MS Word rather than as a PDF.
- Make sure you've reviewed your CV before the interview. As the employer will already be familiar with it, you should feel comfortable talking through each point.
- Think about real-life examples that support the information and experience stated on your CV.
- Remember that the client is looking for reasons why your experience is relevant to them—not for your life history!

### Client background

- Brush up on the company, noting what they do, how long they have been operating, who the key players are, their objectives, clients and mission statement.
- Don't just check out their website—also look at their social media networks and any other published material. This will provide a comprehensive overview of the company and the messages it wishes to convey.
- Read the job description for the role (if available) in detail.

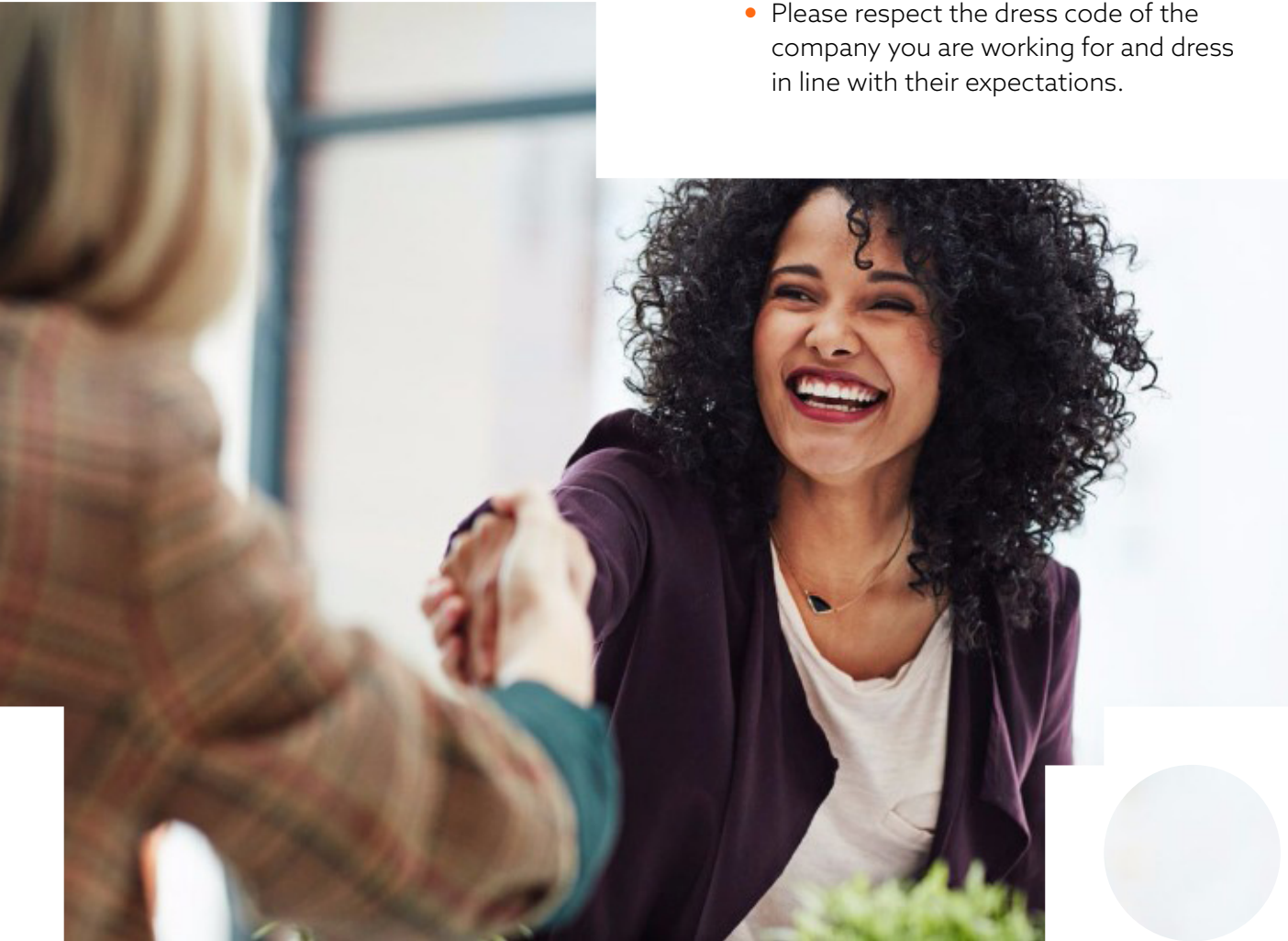
"I HAD THE MOST BRILLIANT EXPERIENCE WITH TIGER RECRUITMENT, FROM START TO FINISH. THEY MANAGED TO PLACE ME IN MY NEW JOB WITH A GREAT COMPANY IN JUST 3 DAYS!"

**MIRANDA, CANDIDATE**

### Questions and answers

- It's a good idea to prepare some answers to questions that may come up in the interview. Always answer any questions in full and try to prepare examples to support your point. Common questions can include:
  - Why are you leaving your current role?
  - What do you know about our company and what interests you about it?
  - Why do you think you are suitable for the role?
  - How have you managed to turn a negative situation into a positive one in the workplace?
  - List five adjectives which you think best describe you.
- What would you say your strengths/ weaknesses are? (Make sure you can list five and support them with good reasons).
- Where do you see yourself in five years? (Interviewers will want to see your level of commitment here, so think carefully before you answer—don't be too ambitious as you'll want to show that you are prepared to stay in that role for at least 18 months.)
- You may encounter behavioural and competency-based questions during the interview. Feel free to refer to the insights page on our website for tips on how to best answer these.
- Don't forget to have some questions to ask them too!





### The interview

- Never underestimate first impressions! We always recommend that you arrive 5-10 minutes early.
- Please respect the dress code of the company you are working for and dress in line with their expectations.

- Have a firm handshake and smile when you meet your prospective employer.
- Speak clearly, confidently and slowly during the interview.
- Remember, the client has already liked what they have seen on your CV, so you should feel confident—this is the time to show off!

### After the interview

Once you've completed your interview, we will liaise with the employer to find out if they'd like to move forward. We also request that you call us after your interview to give your feedback. If you both agree to progress, there may be a second interview, which will usually involve meeting with different members of the team.

### Video interviewing

Some employers prefer in-person interviews while many opt for meeting online. Please ensure you have Zoom and Microsoft Teams downloaded onto your preferred device ahead of time, to minimise disruption on the day. We also recommend testing your microphone and camera. Your future employer will want to see good lighting, a quiet environment and a professional background, if they meet you online. For more advice, visit our [blog](#).

# HOW TO SET OUT THE PERFECT CV

A CV is quite possibly the most important one- or two-page document that you will write in your life and so, it must be spot on. While there's no perfect formula, there are things you can do to improve your prospects; similarly, there are things to avoid.

## DO

- ✓ Write the CV in the same language as the job description. If you are multi-lingual, have one available in each of your languages.
- ✓ Try to limit your CV to one page, unless you have an extensive work history and cannot fit everything in.
- ✓ Set out your CV clearly and in a defined format – bullet points can help with formatting and keeping the word count down.
- ✓ Start with your personal information –this should include your name, address, phone number, email, nationality / visa status. Although not compulsory, many people also add their date of birth, gender, marital status and a professional photo.
- ✓ List your educational achievements in chronological order, along with dates, the institution and certifications achieved.
- ✓ Include the languages you speak and qualify the level of knowledge you have for each language.
- ✓ Check for spelling and grammatical errors with a fine-tooth comb. You would be surprised how easily these are spotted. Take particular care with elements like punctuation after bullet points.

## DON'T

- ✗ Leave any unexplainable gaps – inconsistencies with dates will be spotted quickly by a potential employer.
- ✗ Fabricate anything. These will show up when references are taken and your offer is likely to be retracted.
- ✗ Boast. A Swiss CV should be modest and reflect a level of humility.

## NAME

### Job Title

Email address and phone number

Location Postcode City

Date of Birth XX-XX-XXXX

Marital Status XXXXXX

Nationality XXXXXX

Visa status XXXXXX

Languages XXXXXX – native, XXXXXX – C1 and XXXXX B1

Professional  
head shot

### Profile

A proven personal assistant with extensive experience supporting at senior management level within a variety of different industries. Strong verbal and written communicator, with excellent time management and technical skills. I pride myself on my ability to multi-task and can work accurately in a fast-paced environment. An enthusiastic and motivated team player who is positive, proactive and collaborative. Confident working autonomously, I also enjoy building strong relationships with colleagues and stakeholders, at all levels.

### Employment History

**Personal Assistant to Managing Director** November 2019 – Present  
*[company name], [location]*

#### Key Responsibilities:

- Acting as first point of contact: dealing with phone calls and welcoming clients
- Arranging travel, transport and accommodation and preparing detailed work/private itineraries
- Credit card reconciliation and expenses management
- Assisting in preparing presentations and compiling information

**Personal Assistant / Team Assistant** Dec 2017 – October 2019  
*[company name], [location]*

#### Key Responsibilities:

- Diary management, organising meetings and conference calls, handling scheduling conflicts
- Helping to organise company shoots and project completion dinners
- Conducting research and other ad-hoc duties when requested

**Office Administrator** Oct 2015 – Nov 2017  
*[company name], [location]*

#### Key Responsibilities:

- Proofreading documents
- Booking train and hotel tickets for all staff in the UK
- Preparing meeting rooms and organising calendar for the meetings

**Receptionist / Reservationist** Aug 2014 – Sep 2015  
*Private Members Club, Zurich*

#### Key Responsibilities:

- Welcoming members and guests
- Expenses management

**Waitress** Aug 2013 – Jul 2014  
*Café/bar, Zurich*

### Education

**Executive PA Diploma – Distinction** Sep 2016 – Sep 2017

**Bachelor's Degree** Sep 2012 – Jul 2015

**Secondary School Education** Sep 2005 – Jul 2012

### Interests

I have a great passion for sport, in particular football. I play in my local league and have done since childhood, winning several titles. I love the team camaraderie and competitive spirit. I've also spent several summers backpacking around the world; I'm fascinated with meeting new people and learning about new cultures, and love planning a route through far-flung places.

A GREAT CV IS SET OUT  
CLEARLY AND TO A  
DEFINED FORMAT

Zurich | London | Dublin | Dubai | New York

**FIERCELY DISTINCTIVE** | BUSINESS SUPPORT | PRIVATE | HR | DIGITAL | FINANCE  
[tiger-recruitment.com/ch](https://tiger-recruitment.com/ch)

