

BOND WILLIAMS

INSIGHTS

2025

SKILLS BASED HIRING TRANSFORMING RECRUITMENT

RECRUITMENT TRENDS FOR
2025 - THE EVOLVING JOB
MARKET

WHAT DOES
NEUROINCLUSION LOOK
LIKE IN PRACTICE

THE BENEFITS OF
MEDIATION

SELF LEADERSHIP

LEGAL CASE STUDY



BOND WILLIAMS

PROFESSIONAL RECRUITMENT



Based across our three offices in Bournemouth, Southampton and Oxford, our entire recruitment consultancy team has over 250 years' combined experience and each specialise in one of our five core divisions.

Bournemouth
01202 233 777

Oxford
01865 546 046

Southampton
02380 173 655

www.bondwilliams.co.uk

INTRODUCING BOND WILLIAMS SPECIALIST RECRUITERS



Suzanne Sherriff
Director
*HR, Office and
Commercial Divisions*



Louise Woodward
Director
*Accounting &
Finance Division*



Alison Taylor
Associate Director
*Accounting & Finance
Division*



Peter Knibbs
Director
*Engineering, Science &
Space Division*



Ben Markwell
**Principal Recruitment
Consultant**
*Engineering, Science &
Space Division*

At Bond Williams, our expert team brings together over **250 years of combined recruitment experience** across five specialist divisions. With an **average team tenure of 11 years**, our consultants are truly dedicated professionals who understand the complexities of hiring for specialist roles.

Whether you're seeking expert advice or recruitment support, our team is here to help – offering **in-depth industry knowledge and personalised guidance** to meet your hiring needs.

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WELCOME TO THE LATEST EDITION OF BOND WILLIAMS INSIGHTS

Welcome to the latest edition of Bond Williams HR & Leadership Insights magazine! We're thrilled to bring you a diverse collection of articles that delve into the most pertinent and innovative topics in the world of HR and leadership.

In this edition, we place a spotlight on Employee Wellbeing, exploring comprehensive wellbeing programmes and the pivotal role they play in fostering a healthy and productive work environment. Dive into the world of Self Leadership and Development and discover how continuous personal growth can enhance both your professional and personal life.

We hear from Paul Burton at ViewHR on the intricate world of employment case law and how dismissals under the banner of Some Other Substantial Reason (SOSR) can be justified. The brilliant Hayley Brackley's article on Neuroinclusion offers practical advice on creating an inclusive workplace that embraces neurodiversity, while we examine the Benefits of Mediation in resolving workplace conflicts effectively.

The rapid advancement of technology is undeniable, and in our feature on AI and Digital Tools, we explore how these innovations are reshaping HR practices. Retaining top talent is crucial, and our piece on Retention strategies provides valuable tips to keep your workforce engaged and committed.

As the job market evolves, so does the approach to hiring. Learn about The Rise of Skills-Based Hiring and how it can benefit your organisation. We also take a look at Workforce Trends for 2025, offering predictions and insights into what the future holds.

For those interested in recruitment processes, our article on Onsite Interviews discusses the benefits and best practices of in-person interviews. We're excited to Reintroduce Bond Williams, highlighting our mission, values, and the exceptional services we offer.

Stay informed with the latest Trends in Recruitment, and discover how we're adapting to the changing landscape. Lastly, our articles on Sustainability and Corporate Social Responsibility (CSR) and 2025 BW Events showcase our commitment to ethical practices and community engagement.

We hope you find this edition enlightening and inspiring as we navigate the ever-evolving world of HR and leadership together. For personalised HR and recruitment solutions, contact Bond Williams today and let us help you achieve your business goals. Thank you for being a part of our journey. Happy reading!

Claire Bond
Director, Bond Williams Professional Recruitment

If you would like to be involved or contribute to the next issue of Bond Williams Insights, we'd love to hear from you. Please email: laura.webb@bondwilliams.co.uk

BOND WILLIAMS
PROFESSIONAL RECRUITMENT

SUMMARY

- 2 Introduction to Bond Williams Professional Recruitment Specialist Recruiters
- 3 Welcome
- 4 Recruitment trends for 2025 - the evolving job market
- 6 What does Neuroinclusion look like in practice
- 8 AI in recruitment - Balancing innovation with the human touch
- 10 Recruitment that goes beyond the placement fee
- 12 The benefits of mediation in the workplace
- 14 The art of onsite interviews
- 15 Self leadership
- 16 Boosting employee retention
- 18 Let our expertise be your advantage
- 24 Bond Williams Case Studies
- 25 Evaluating your HR and leadership knowledge with Bond Williams events
- 26 A missed opportunity if companies don't benefit from employee benefits in 2025
- 28 Sustainability and corporate social responsibility (CSR)
- 30 Legal case study
- 32 Skills based hiring transforming recruitment
- 34 Key trends shaping the UK workforce in 2025

Bournemouth

Email: bournemouth@bondwilliams.co.uk
Phone Number: 01202 233777

Oxford

Email: oxford@bondwilliams.co.uk
Phone Number: 01865 546046

Southampton

Email: southampton@bondwilliams.co.uk
Phone Number: 02380 173655

Website: www.bondwilliams.co.uk



RECRUITMENT TRENDS FOR 2025 - THE EVOLVING JOB MARKET

As we move further into 2025, the recruitment landscape is set to experience significant shifts as businesses and candidates alike adapt to emerging trends. The market is showing signs of improvement, stabilising after the uncertainties of previous years, while demand for skilled talent remains high. Several key trends will define this evolving recruitment space, with businesses focusing on talent acquisition strategies to secure top candidates, especially in the technology sector.

1. AI's Growing Role in Recruitment and the Tech Workplace

Clients are excited about the growing presence of artificial intelligence (AI) in the tech workplace, anticipating that its impact will peak by 2025. In recruitment, AI tools like chatbots are already being utilised to streamline initial interactions, making the hiring process more efficient and accessible for both candidates and recruiters. These AI-driven tools assist in candidate screening, scheduling interviews, and answering basic questions, enabling recruiters to focus on higher-level tasks.

The use of AI is expected to extend beyond recruitment. As AI continues to evolve, it will become an essential tool for tasks ranging from software development and engineering to cybersecurity and machine learning. Tech companies, in particular, are heavily investing in AI to stay competitive, and recruiting talent with expertise in AI will be a top priority.

2. Diversity and Inclusion in Tech Teams

A significant focus for clients in 2025 is the enhancement of diversity within teams. Companies are actively working to create more inclusive workforces by hiring candidates from a variety of backgrounds and fostering diverse work environments. Clients are prioritising the inclusion of underrepresented groups in their recruitment efforts, seeking to build teams that are reflective of society's diversity.

In addition, companies are investing in diversity, equity, and inclusion (DEI) programs to ensure that their teams are not only diverse but also inclusive in terms of decision-making and opportunities for growth. The recruitment process will increasingly emphasise DEI practices, and companies that fail to prioritise diversity risk falling behind in attracting top talent.

3. Culture and Work Environment Take Centre Stage

Candidates today are placing more emphasis on company culture and work environment than ever before. As work-life balance becomes a higher priority, candidates are seeking companies that offer flexible work arrangements, such as hybrid or fully remote positions. Employers that offer a positive work culture and prioritise employee well-being will have a competitive edge when attracting top talent.

Furthermore, candidates are looking for companies that are transparent about their values, demonstrate a commitment to social responsibility, and provide a sense of purpose in their work. The recruitment process will evolve to focus on matching candidates with companies that align with their personal values and career aspirations.

4. High Demand for Skilled Talent in Core Tech Areas

Despite the challenges faced by the recruitment market, the demand for skilled candidates remains strong. Key sectors continue to see an ongoing shortage of talent. Employers in these fields are facing a skills gap and are looking for candidates with specialised expertise to fill roles that require deep technical knowledge.

To meet this demand, companies will need to invest in upskilling and reskilling programs to bridge the talent gap. Recruitment will increasingly focus on attracting candidates who can bring unique skills to the table while also offering opportunities for professional growth and development.

5. Workplace Flexibility and Employee Benefits

The demand for flexibility in work arrangements continues to grow. In 2025, the focus on flexible working hours and remote or hybrid positions will be a major factor in attracting top talent. Surveys indicate that 66% of workers would choose flexible working over a pay rise, emphasising the importance of work-life balance and personal choice. This trend highlights the need for businesses to offer not just flexibility in location, but also in working hours and overall expectations.

Additional Benefit Expectations:

Candidates are looking for more than just salary compensation. A robust benefits package that includes mental health support, wellness programs, career development opportunities, and retirement planning will become increasingly important. In an era of skill shortages and rising wage pressures, offering comprehensive benefits will be key to staying competitive.

6. Financial Concerns and Pay Transparency

Salary remains the top motivator for candidates, with 72% citing it as the most important factor when choosing a role. However, the importance of pay alone is declining, with a growing emphasis on other benefits such as flexible working hours. In fact, 74% of jobseekers will not apply for jobs that lack salary transparency, emphasising the need for employers to offer clear and upfront compensation details.

Wage pressures are expected to continue, driven by ongoing skills shortages and rising National Minimum Wage levels. To stay competitive, businesses must benchmark salaries regularly, ensuring they offer compensation packages that align with industry standards.

7. A More Strategic Approach to Recruitment

As businesses look to future-proof their workforces, recruitment strategies will become more strategic. Many clients are focusing on long-term workforce planning, ensuring their businesses are “match-fit” for the next three to five years. This includes upskilling managers to be more aware of mental health issues and fostering a supportive environment for employee well-being. HR teams are no longer expected to shoulder these responsibilities alone; managers are being trained to actively support their teams and address challenges that affect productivity and retention.

In this climate, clients are seeking the “unicorn” candidate — a perfect match who ticks all the boxes. However, many clients are also reluctant to take chances on candidates who don't meet all the qualification criteria. This reluctance is worsened by a prevailing “head down, shut up” mentality, where employees are expected to quietly carry the workload without much consideration for their mental or emotional well-being.

8. The Future of Recruitment: A Shift Towards Wellbeing and Development

Looking ahead, the competition for talent is set to intensify. In a survey by Totaljobs, 31% of workers plan to look for a new job in 2025, with higher pay being their primary motivator. However, employers that fail to meet candidates' broader needs risk losing out on top talent. Benefits like mental health support, career development, and work-life balance are just as critical as salary.


In addition to meeting financial needs, workers in 2025 are motivated by saving for retirement, covering day-to-day expenses, and achieving a comfortable living. As such, offering a competitive salary, flexible working options, and strong support for personal and professional growth will be essential in attracting and retaining top talent.

Ready to Future-Proof Your Hiring Strategy?

At Bond Williams Recruitment, we are committed to helping businesses navigate these evolving trends and secure the best talent for the future. Whether you're looking to streamline your hiring process, foster a more inclusive workplace, or meet the growing demand for skilled professionals, our expert recruitment consultants are here to support you every step of the way.

We specialise in tapping into untapped talent pools, finding innovative solutions to skills shortages, and filling those hard-to-fill roles with candidates who bring both expertise and a cultural fit. Our team is ready to help you build a future-ready workforce that meets the challenges of 2025 and beyond.

Contact Bond Williams Recruitment today to discuss how we can assist in shaping a recruitment strategy tailored to your unique business needs. Together, we'll turn recruitment challenges into opportunities for growth, innovation, and success in 2025 and beyond.



WHAT DOES NEUROINCLUSION LOOK LIKE IN PRACTICE?

Sidebar Glossary
Neurodiversity: A way of describing the natural differences in how people think, learn, and process the world around them. This includes every human, with every brain!
Neurodivergence: Refers to individuals whose brains work differently from what's considered typical. This includes people who are autistic, ADHD, dyslexic, and more.
Neuroinclusion: Environments where everyone, including neurodivergent people feel supported, understood, and able to thrive as their authentic selves.

Here's the reality: there's no one-size-fits-all answer. Neuroinclusion looks different depending on your workplace, team dynamics, and the individuals involved. But there are practical steps that HR can take to guide managers and create a more inclusive environment:

1. Start with conversations, not assumptions

Managers often want to support their team members but don't always know how. Encourage them to have open, respectful conversations with their employees. Questions like, "What helps you do your best work?" or "Are there any adjustments that would make your role easier?" can go a long way.

Why it works: These conversations take the pressure off managers to 'guess' the right solution and help employees feel valued and heard.

2. Focus on flexibility where possible

Flexibility doesn't have to mean overhauling operations. Sometimes it is as simple as allowing employees to start or finish slightly earlier, giving people quiet spaces, or adjusting team meeting formats. It could even be something small but impactful, like scheduling a regular tea break an hour after someone starts their day to help them settle into a rhythm.

Why it works: These small shifts don't just support neurodivergent employees. They show that you're willing to adapt, which fosters trust and loyalty.

3. Equip managers with knowledge

Neurodiversity training can help managers understand how different people process information, communicate, and experience the workplace. This empowers them to support their teams more effectively while balancing operational realities.

Why it works: With the right knowledge, managers are more confident, less likely to unintentionally exclude someone, and are better equipped to build strong working relationships.

4. Offer neurodiversity coaching to employees

HR teams can provide neurodivergent employees with access to a coach who specialises in neurodiversity. Coaching offers a confidential space for individuals to explore their strengths, overcome challenges, and develop personalised strategies to thrive in their roles. It can also help employees navigate workplace systems and build their confidence. This is something that can be supported by Access to Work. [Access to Work: get support if you have a disability or health condition: What Access to Work is - GOV.UK](#)

Why it works: Coaching empowers neurodivergent employees to advocate for their needs and succeed on their own terms, while also reinforcing the organisation's commitment to their well-being.

5. Make your systems inclusive

HR operates at a systemic level, so it's vital to consider how processes like recruitment, onboarding, and performance reviews might unintentionally exclude people. Tangible actions include:

- **Recruitment:** Review job descriptions to remove unnecessary and vague requirements like "must have excellent verbal communication" and focus instead on the core skills needed for the role. Offer alternative assessment methods, such as skills demonstrations, written tasks, or video submissions, rather than relying solely on panel interviews.
- **Onboarding:** Provide clear, step-by-step instructions for onboarding tasks. For example, breaking processes into smaller, manageable parts or offering video tutorials to complement written materials can make it easier for neurodivergent employees to settle in.

- **Performance Management:**

- Ensure regular, structured check-ins between managers and employees. These sessions should provide clarity on expectations and allow for feedback in a supportive and constructive way.
- Use clear and specific language when discussing goals and performance, avoiding vague phrases like “take more initiative.” Instead, outline exactly what success looks like.
- Offer multiple ways for employees to provide input or feedback, such as written reflections or one-on-one conversations, to accommodate different communication preferences.
- Recognise and reward contributions in ways that align with the employee's preferences. For example, some neurodivergent employees may prefer quiet, private recognition over public praise.

Why it works: Inclusive systems reduce friction and make it easier for everyone to succeed, helping HR set the tone for a more equitable culture. In performance management specifically, clear, supportive processes ensure neurodivergent employees feel understood and set up for success.

Acknowledging HR's Constraints and Opportunities

Sometimes operational needs or the wider culture of an organisation limit how far HR can go. You may have key stakeholders resistant to change or processes that feel set in stone. That doesn't mean progress is impossible. HR can influence the culture by advocating for inclusivity, providing training, and raising awareness about the tangible benefits of a neuroinclusive workplace. Even if you're not fully empowered to make sweeping changes, small shifts can still have a big impact. By normalising these adjustments and embedding them into conversations with leaders and managers, HR can plant the seeds for long-term change.

The Legal Obligations

What matters most is the intent to keep learning, improving, and accommodating in practical and meaningful ways. The Equality Act 2010 recognises that neurodivergence can fall under the definition of disability, which means employers have a legal obligation to consider reasonable adjustments. While not every challenge will have an immediate or obvious solution, approaching each situation with empathy, curiosity, and a genuine commitment to finding workable accommodations can make a significant difference.

In Conclusion

There's no blueprint for being a neuroinclusive employer. It's not about perfection, but progress. When we move beyond assumptions, engage in open conversations, and embrace small adjustments, we create workplaces where people feel valued, not for their strengths or productivity, but simply for who they are. And that benefits everyone.

See The Amazing Hayley In action in June.

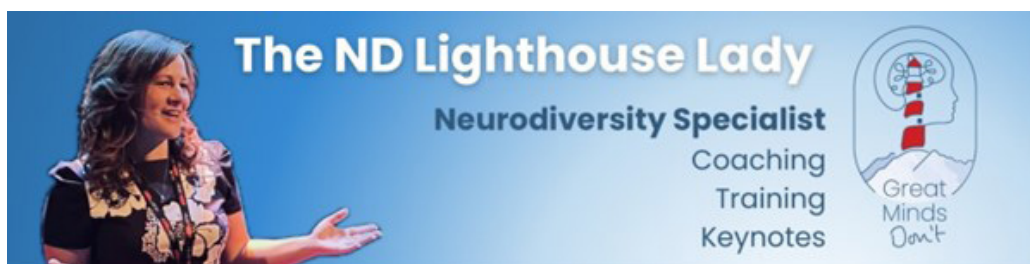
Free Unlocking the Power of Neuroinclusion seminar: Practical Strategies for the Workplace

Date: Tuesday, 17th June 2025 – 9:30am – 12pm

Location: SmartBase, BH23 6NW

Join us and Globally recognised Neurodiversity coach, trainer and keynote speaker - Hayley Brackley of Great Minds Don't for an insightful seminar exploring the business case for neuroinclusion. Gain practical strategies to implement in your workplace. This engaging session will provide you with the tools and knowledge to create a more inclusive environment that leverages the strengths of neurodiverse employees and also addresses the implications if you don't! Don't miss this opportunity to drive positive change in your organisation!

RESERVE YOUR PLACE HERE



Author: Hayley Brackley, Great Minds Don't

www.greatmindsdont.co.uk | hayley@greatmindsdont.co.uk

Hayley is a neurodiversity coach, trainer and keynote speaker on a mission to transform workplaces through the power of neuroinclusion!

AI IN RECRUITMENT: BALANCING INNOVATION WITH THE HUMAN TOUCH



Artificial Intelligence (AI) is reshaping recruitment, offering opportunities and challenges for businesses striving to balance technological innovation with the essential human touch. As AI evolves, the recruitment process is becoming faster, more efficient, and more data-driven, yet the human element remains irreplaceable.

Current Adoption and Future Intentions

AI's role in recruitment has grown significantly. For example, 42% of UK tech firms reported using AI for candidate screening in 2024, and 70% of large UK enterprises have integrated Applicant Tracking Systems (ATS) to optimise CV screening. However, only 20% of small and medium-sized enterprises (SMEs) have followed suit, reflecting the challenges of cost and accessibility. Trust issues, ethical concerns, and implementation costs remain key barriers to widespread AI adoption.

The Power of AI in Streamlining Recruitment

AI excels at automating repetitive tasks, making the recruitment process more efficient. Key areas of impact include:

- **Job Description and Posting Tools:** AI crafts optimised job adverts that increase visibility and target the right audience. A remarkable 85% of users find these tools beneficial.
- **CV Screening and Talent Acquisition Tools:** AI processes vast amounts of data to identify qualified candidates quickly. Among users, 45% highlight its effectiveness in CV screening, and 39% appreciate its talent acquisition capabilities.

When AI Falls Short: The Human Connection

Despite its strengths, AI cannot replace the value of human interaction in recruitment. Areas where AI struggles include:

- **Candidate Experience and Engagement:** Only 25% of users find AI effective in building meaningful relationships or understanding unique candidate aspirations. Personalised communication remains a key differentiator for human recruiters.
- **Interview Scheduling and Onboarding:** AI's impact here is limited, with just 11% and 8% of users rating it as helpful for scheduling and onboarding, respectively. Seamless and empathetic interactions still require a human touch.

Additionally, AI lacks the ability to assess interpersonal skills, soft skills, and nuanced life circumstances, such as career breaks, caregiving responsibilities, relocation challenges, or transitions into new industries — qualities vital for successful hires.

The Human-AI Partnership

While AI can automate and optimise many tasks, it works best when guided by experienced professionals. Recruitment consultants play a pivotal role in:

- Interpreting AI-generated insights to align with organisational culture and goals.
- Building relationships with candidates to ensure mutual understanding and engagement.
- Applying nuanced judgement in assessing interpersonal and soft skills, which AI tools cannot evaluate effectively.

This partnership between technology and expertise ensures a recruitment process that is both efficient and human centred.

Future Trends in AI Recruitment

As AI technology advances, new applications are emerging:

- **Conversational AI for Interviews:** AI-powered chatbots are becoming more sophisticated, enabling pre-screening interviews and answering candidate queries in real time.
- **Predictive Analytics:** AI can forecast hiring needs, helping companies anticipate workforce demands and reduce time-to-hire.
- **Diversity and Inclusion Tools:** Specialised AI platforms analyse job descriptions and hiring processes to identify and eliminate bias, promoting more equitable recruitment.

Barriers to AI Adoption

Several factors hinder the broader adoption of AI in recruitment:

1. **Trust Issues:** 61% of recruiters are hesitant to rely on AI for subjective decisions, such as cultural fit.
2. **Cost Constraints:** 42% of businesses, particularly SMEs, cite financial barriers to implementing AI solutions.
3. **Ethical Concerns:** 31% of respondents worry about AI introducing bias, emphasising the need for regular audits and diverse datasets.

Practical Tips for Implementing AI in Recruitment

For businesses considering AI adoption, these steps can ensure a smoother transition:

- **Start Small:** Test AI tools on specific recruitment tasks to evaluate their effectiveness before full-scale implementation.
- **Invest in Training:** Equip your recruitment team with the skills to work alongside AI tools effectively.
- **Ensure Transparency:** Clearly communicate how AI is used in the hiring process to build trust with candidates and comply with data privacy regulations like GDPR.
- **Leverage Expertise:** Involve recruitment consultants to guide and refine AI implementation, ensuring optimal alignment with company goals.

Candidates and the AI Revolution

Job seekers are also leveraging AI, with over 50% using AI tools to tailor CVs and applications. This trend raises questions about the authenticity of applications and the potential for AI-generated content to influence recruitment outcomes.

Employers must adapt by emphasising assessments that measure genuine skills and cultural alignment.

Conclusion

AI is transforming recruitment by automating tasks and enhancing efficiency. However, its limitations in areas requiring empathy and judgement underscore the need for a balanced approach. By integrating AI thoughtfully and maintaining a strong human element, organisations can create a recruitment process that is both innovative and inclusive.

Partner with Bond Williams to transform your recruitment process. Whether you're exploring AI tools or seeking expert human insight, our team can help you find the perfect balance. Contact us today to discover tailored solutions for your hiring needs.

RECRUITMENT THAT GOES BEYOND THE PLACEMENT FEE



At Bond Williams Professional Recruitment, we pride ourselves on offering a service that combines exceptional expertise with a personal touch, ensuring meaningful outcomes for clients and candidates alike. Here's how we ensure success for both clients and candidates at every stage of the recruitment process:

1. In-Depth Needs Analysis

Before we initiate any recruitment process, we take the time to delve deeply into our clients' needs. By decoding company culture, understanding team dynamics, and pinpointing specific role requirements, we ensure that we're not just filling a vacancy but finding a long-term fit.

2. Thinking Outside the Box

In an environment marked by skills shortages, we excel by proactively identifying solutions. We leverage our expertise to assess transferable skills and uncover hidden talent, helping clients fill challenging and senior roles.

3. Strategic Candidate Sourcing

Our extensive network, cultivated over centuries of combined experience, is instrumental in sourcing outstanding candidates. This unique advantage allows us to connect with both active and passive talent pools. However, it's not just about matching skills; we place equal emphasis on alignment with our clients' unique culture and values, ensuring a truly bespoke recruitment process.

4. Rigorous Screening and Assessment

To identify the perfect candidate, we employ a comprehensive screening process. This includes:

- Pre-screening and shortlisting to identify promising prospects.
- In-depth interviews to evaluate suitability.
- Psychometric assessments where necessary to ensure a complete understanding of a candidate's capabilities. Our focus is on finding not just a qualified candidate but the right candidate.

5. Market Insights and Salary Benchmarking

Informed decisions are powerful decisions. We provide clients with valuable market insights, including up-to-date salary benchmarking. This ensures our clients remain competitive, attracting and retaining the best talent available.

6. Transparent Communication

Open dialogue is at the heart of our service. Throughout the recruitment journey, we keep clients and candidates fully informed with regular updates, feedback sessions, and honest communication, ensuring everyone is on the same page.

7. Offer Management and Negotiation

We take an active role in managing offers, expertly negotiating salary, benefits, and any additional requirements. This ensures a seamless agreement that meets the expectations of both parties, helping to secure the role effectively.

8. Post-Placement Support

Our commitment extends far beyond the placement itself. We focus on ensuring a seamless integration for the new hire through follow-up sessions, feedback loops, and addressing any concerns that may arise. It's about ensuring the long-term success of the placement.

9. Commitment to a Contingency Fee Model

With our contingency fee model, we only get paid when we successfully place a candidate. This approach aligns our success directly with that of our clients. We're wholly invested in delivering results that exceed expectations.

10. Adaptability and Flexibility

Recruitment needs evolve, and so do we. Our team is ready to adjust strategies and adapt to changing circumstances, ensuring the best outcomes regardless of the challenges.

A Team Built on Experience

With 250 years combined experience and a team boasting an average tenure of 11 years, we've built extensive knowledge of our clients' businesses. Over the years, we've placed candidates, conducted interviews, and maintained ongoing communication with our clients, deepening our understanding of their unique needs. This experience ensures continuity and trust in every interaction.

Our collaborative internal approach allows us to share relevant insights across our team, guaranteeing a seamless service experience no matter which of our five specialist divisions you work with:

- Accounting & Finance
- IT & Software Development
- HR & Office Support
- Engineering, Science & Science
- Executive Search

This integrated approach ensures that you benefit from the collective expertise of our entire organisation, no matter the role or sector.

Beyond Recruitment: A Collaborative Partnership

At Bond Williams, we believe that our placement fee represents far more than a transaction — it's an investment in a collaborative partnership. We are dedicated to ensuring that every candidate we place is not only the right fit from the outset but also thrives in their role over the long term. Our goal is straightforward: to deliver success for clients, candidates, and the reputation we've built as a trusted recruitment partner.

Experience Recruitment That's Anything but Ordinary

Choose Bond Williams Professional Recruitment to experience a service that thinks outside the box, values innovation, and prioritises relationships. With us, recruitment is about more than filling roles; it's about building futures.



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THE BENEFITS OF MEDIATION IN THE WORKPLACE



Over recent years, mediation has become more common and accepted as a tool to manage difficulties amongst colleagues and as an alternative to what can be tricky grievance processes or as early intervention. In this article, we will discuss what mediation is and what the process involves, along with the benefit of mediation in the workplace.

Mediation¹ as defined by the CIPD is a voluntary process led by an impartial third party to resolve conflict. Conflict can occur in any employment relationship and is best dealt with early at the source. If left unchecked, it can fester and escalate, potentially leading to grievance and discipline procedures or even employment tribunals. As our experienced Mediator, Heidi Roper shares *“Mediation can avoid more formal and costlier routes by guiding participants towards reaching mutually acceptable solutions. We so often see the success of mediation and the stronger relationships that are forged through the mediation process.”*

A Mediator facilitates confidential communication between two (or sometimes more!) parties to help them in reaching their own voluntary solution to aid their dispute and to find a workable way forward that both parties are agreed upon having explored the issues.

What is Mediation?

Mediation involves a Mediator, who is a neutral party trained to facilitate discussions between the conflicting parties. Unlike a judge, the Mediator does not impose a decision or even opinion, however, they help the parties reach a mutually acceptable agreement.

¹ [Workplace Mediation](#) | [Factsheets](#) | [CIPD](#)

The process typically follows these steps:

1. **Introduction:** The Mediator explains the rules and goals of mediation, this is typically conducted in separate introductory sessions with each party, to help the Mediator understand the nature of the concerns before asking the parties to come together and agree on a joint facilitation session.
2. **Uninterrupted time:** Each party presents their concerns to each other without interruption.
3. **Information Gathering:** The Mediator asks questions to clarify the issues and to ensure that all parties understand each party's concerns in full.
4. **In depth conversation:** The Mediator helps the parties identify what their underlying interests and needs are in relation to their concerns, always allowing both parties the chance to speak and most importantly listen to one another and with the aim of helping the parties to repair and rebuild their working relationship.
5. **Mediation agreement:** If an agreement is reached, the parties will set out the terms of their agreement in a written document which will be their reference and to be shared with agreed parties within the organisation to support its implementation. (i.e. HR Manager, Manager)

It is not the role of the Mediator to generate ideas for an outcome or agreement on solutions, this is the role of the parties involved in the mediation process. The Mediator will facilitate the conversation around this, support the parties to look towards the 'future' and to give the parties confidence in re-building their working relationship through a workable solution.

Benefits of Mediation in the workplace

- Mediation saves time and cost to an organisation as the alternative in using grievance procedures as they can be lengthy and can be relatively one sided.
- Mediation gives all parties the opportunity to share their needs and to understand the other person's needs, helping them to work together to solve the problem, rather than having a solution forced upon them under a grievance procedure.
- Mediation provides solutions quicker and it has the potential to cause less stress on those individuals concerned.
- Mediation works – most mediation sessions are very productive and using a trained Mediator can bring a high success rate for concluding mediation successfully.
- Mediation is solution driven – meaning the parties concerned are responsible for reaching their own solution together which in turn enhances the working relationship.

The outcomes vary from case to case, anything from being able to talk to each other and work collaboratively through to agreeing a settlement agreement to end employment on agreed terms.

Not every mediation will end perfectly, but there are many benefits just from participating in the process. These include being heard, listening to others, understanding someone else's perspective, and appreciating their differences. These aspects alone can strengthen a relationship after mediation, even without any agreed actions to fall back on.

By adding mediation to your conflict resolution toolkit, organisations can make any workplace more productive, and positive. Mediation helps resolve disputes and also builds stronger teamwork through better cooperation and understanding.

Mediation can also be quite a revealing and eye-opening process for all involved, it can be powerful, allowing those involved to alter or even to change their behaviour or their approach to the working relationship as a result of mediation.

As HR professionals, it's worth considering early intervention through mediation or as an option for parties considering a grievance.

Please contact our experienced Workplace Mediators, Heidi Roper and Gemma Murphy, at View HR if you want to discuss whether mediation could be an option for your scenario and for further information on how we can support your workplace with any mediation.



Author: Gemma Murphy, Solicitor and Workplace Mediator, ViewHR

www.viewhr.co.uk | gemma@viewhr.co.uk

Director and Founder of ViewHR | Employment Solicitor | HR Consultancy
Workplace Mediator | Workplace Investigator | Non-Executive Director
HR Consultancy





THE ART OF ONSITE INTERVIEWS

In the age of remote work and virtual hiring processes, the onsite interview remains a critical component of the recruitment journey. While video calls and online assessments offer convenience, onsite interviews provide unique opportunities for employers and candidates to engage on a deeper level. What is the significance of onsite interviews, their benefits, and best practices? How do you ensure a successful and meaningful experience?

The Importance of Onsite Interviews

Onsite interviews hold a special place in the hiring process for several reasons:

1. **In-Depth Assessment:** They allow employers to evaluate candidates more comprehensively, beyond their CVs and initial screenings. Face-to-face interactions offer insights into a candidate's body language, communication skills, and cultural fit within the organisation.
2. **Realistic Job Preview:** Candidates get a firsthand look at the company environment, team dynamics, and day-to-day operations. This experience helps them make informed decisions about whether the role and workplace align with their career goals and values.
3. **Building Relationships:** Onsite interviews foster personal connections between candidates and potential colleagues. These interactions can build trust, rapport, and a sense of belonging, which are crucial for long-term employee satisfaction and retention.

Benefits of Onsite Interviews

1. **Authenticity:** Meeting candidates in person allows for more authentic interactions, reducing the likelihood of miscommunication or misrepresentation that can sometimes occur in virtual settings.
2. **Holistic Evaluation:** Onsite interviews enable employers to assess a candidate's technical skills, problem-solving abilities, and interpersonal skills in a real-world context. They can observe how candidates handle pressure, engage with others, and navigate the workplace.
3. **Enhanced Decision-Making:** Gathering multiple perspectives from different interviewers during an onsite visit provides a well-rounded view of the candidate's suitability for the role. This collaborative approach leads to more informed and balanced hiring decisions.

Best Practices for Onsite Interviews

1. **Preparation is Key:** Both employers and candidates should come well-prepared. Employers should have a clear interview agenda, relevant questions, and any necessary materials ready. Candidates should research the company, understand the role, and prepare thoughtful questions.
2. **Create a Welcoming Environment:** First impressions matter. Ensure that the interview setting is comfortable, professional, and conducive to open dialogue. A welcoming environment sets a positive tone for the interview.
3. **Structured Yet Flexible:** While it's essential to have a structured interview process, allowing for some flexibility can lead to more natural and revealing conversations. Be open to exploring topics that arise organically during the interview.
4. **Transparent Communication:** Clearly communicate the interview schedule, format, and expectations to the candidate beforehand. Transparency helps candidates feel more at ease and perform their best.
5. **Assess Cultural Fit:** Beyond technical skills, consider how well the candidate aligns with the company's culture and values. Encourage team members to participate in the interview process to gauge the candidate's potential fit within the team.
6. **Provide Constructive Feedback:** Whether a candidate is selected or not, providing constructive feedback can be valuable for their professional growth and leaves a positive impression of the company.

Onsite interviews are a cornerstone of the hiring process, offering unparalleled opportunities for genuine interactions and comprehensive evaluations. By embracing the unique advantages of onsite interviews and adhering to best practices, employers can make informed hiring decisions that lead to successful and lasting employment relationships. As the job market continues to evolve, onsite interviews will remain an essential tool in building strong and dynamic teams.



The term “leadership” originates from the Old English word “laedere,” meaning “the one who leads.” The suffix “-ship” signifies “the state or condition of being something.” Traditionally, we associate leadership with individuals at the top of organisations — decision-makers who guide teams and drive progress. This focus on developing leaders is crucial; research has shown that organisations with engaged employees report 21% higher productivity and are 17% more profitable than their less-engaged counterparts (Gallup, 2022).

Recent statistics indicate that today’s workforce is increasingly searching for growth, fulfillment, and alignment with their organisation’s vision. A survey by Deloitte found that 83% of millennials said they want a job where they can make a positive impact, reflecting a shift in workplace expectations and culture.

However, this emphasis on hierarchical leadership often relegates others to follower roles. Engaged followers actively apply their skills towards shared goals, while disengagement can lead to feelings of disenchantment and resentment. According to the Society for Human Resource Management (SHRM), disengaged employees can cost organisations up to \$550 billion annually in lost productivity.

My experience in collaborating with leaders and teams suggests that effective leadership requires a clear sense of direction, coupled with resilience in overcoming challenges. Yet, organisations frequently overlook a pivotal concept: self-leadership. Self-leadership involves taking personal responsibility and responding to our environment in ways that align with our core values. It empowers individuals to steer their own life paths, whether by pursuing promotions, changing jobs, or starting new ventures.

When individuals practice self-leadership, they take accountability for their choices, thereby crafting their own experiences and learning from successes and failures alike. This active engagement is essential for feeling fulfilled and accomplished in both personal and professional spheres.



Author: Sarah Watts, Leadership Coach and Culture Consultant, Joyful Minds

www.joyfulminds.co.uk | sarah@joyfulminds.co.uk

Leadership and Culture Consultant
supporting you to put conscious leadership
at the heart of your business

Interested? Book a free discovery call now



JOYFUL MINDS
Leadership

Sarah is a seasoned and accomplished HR professional with extensive expertise and experience. As a qualified NLP Practitioner, ICF Accredited Certified Coach, and accredited Insights Discovery Practitioner, Sarah is a versatile consultant, with a deep understanding of human behaviour, leadership, and team dynamics.

With over 24 years of collaboration with Senior Leaders and Executives across diverse industries, including the voluntary sector, retail, FMCG, and Leisure & Travel, Sarah has honed a unique skill set covering transformational change, strategic planning, coaching, training facilitation, and employee experience and engagement.

If you'd like to explore how you can develop self-leadership in your organisation please get in touch.



BOOSTING EMPLOYEE RETENTION

In today's competitive job market, retaining top talent is more crucial than ever. High staff turnover can be costly and disruptive, but there are several cost-effective strategies organisations can adopt to improve employee retention. These initiatives not only help to keep employees satisfied but also foster a more engaged and productive workforce.

Career Development Opportunities

Investing in employees' career growth is a powerful retention tool. When employees see clear opportunities for advancement and feel supported in their professional development, they are more likely to remain with the organisation. Below are some cost-effective methods to offer career development opportunities:

1. **Mentorship Programmes:** Pairing less experienced employees with seasoned mentors can provide valuable guidance and support. This approach not only aids skill development but also cultivates a sense of belonging and loyalty.
2. **In-House Training:** Hosting workshops and training sessions on relevant skills can often be more economical than external courses. Encourage employees to share their expertise through internal seminars and peer-led sessions.
3. **Career Pathing:** Clearly outline potential career paths within the organisation. Regularly discuss career goals with employees and provide the necessary resources and support to help them achieve these objectives.

Flexible Working Arrangements

Flexible working arrangements have become increasingly popular and can significantly enhance employee satisfaction and retention. Below are some ways to implement flexible working options:

1. **Remote Work:** Allowing employees to work from home, either full-time or part-time, can improve work-life balance and reduce commuting stress, leading to greater job satisfaction and loyalty.
2. **Flexible Hours:** Offering flexible start and end times enables employees to better manage their personal and professional responsibilities, particularly those with family commitments.
3. **Compressed Workweeks:** Allowing employees to work longer hours over fewer days can provide them with extended time off, serving as a valuable incentive for retention.

Enhanced Benefits

While salary is important, benefits play a vital role in employee satisfaction and retention. Here are some cost-effective ways to enhance employee benefits:

1. **Health and Wellbeing Programmes:** Initiatives such as gym memberships, mental health support, and wellness challenges can enhance overall employee wellbeing and reduce absenteeism.
2. **Recognition and Rewards:** Regularly recognising and rewarding employees for their achievements can boost morale and loyalty. This can be achieved through non-monetary rewards such as public recognition, additional time off, or small tokens of appreciation.
3. **Work-Life Balance Initiatives:** Providing benefits that support work-life balance, such as childcare support, parental leave, and paid time off, can significantly improve employee retention.

Measuring Retention Rates

Understanding and measuring retention rates is essential for evaluating the success of your retention strategies. Here's how you can measure retention rates:

1. **Determine the Time Period:** Decide the timeframe you wish to measure, such as a fiscal year, quarter, or six-month period.
2. **Headcount at the Start:** Count the number of employees at the beginning of the period.
3. **Headcount at the End:** Count the number of employees remaining at the end of the period.
4. **Calculate the Retention Rate:** Use the following formula:

$$\text{Retention Rate} = \frac{(\text{Number of employees at the start of the period})}{(\text{Number of employees at the end of the period})} \times 100$$

For example, if you started with 100 employees and ended with 90 employees, your retention rate would be:

$$\frac{(90)}{(100)} \times 100 = 90\%$$

By regularly measuring retention rates, you can identify trends and areas for improvement, enabling you to refine your retention strategies effectively.

Retention Rates in the UK (2024)

As of 2024, the average employee turnover rate in the UK stands at approximately 35%. This means that about one-third of employees in the UK leave their jobs each year. This rate includes those who move to other employers as well as those leaving the workforce for reasons such as retirement, study, or career breaks.

The Role of Leadership in Employee Retention

Strong leadership plays a pivotal role in shaping the overall work environment and influencing employee retention. Leaders who are approachable, empathetic, and communicative foster a culture of trust and respect, which in turn enhances employee engagement. Here's how leadership can contribute to retention:

1. **Transparent Communication:** Leaders who clearly communicate company goals, values, and changes within the organisation can build trust and reduce uncertainty among employees.
 2. **Employee Empowerment:** Leaders who empower employees by giving them autonomy and ownership over their work can increase job satisfaction and motivation.
 3. **Employee Feedback:** Regularly soliciting feedback from employees, whether through surveys or one-on-one meetings, and acting upon it shows that leadership values their input and is willing to make improvements.
- By cultivating a positive and supportive leadership style, organisations can further boost employee retention and loyalty.

Fostering a Positive Workplace Culture

A positive workplace culture can significantly enhance employee retention. When employees feel valued and part of a cohesive team, they are more likely to stay with the company long-term. Here are some tips to foster such a culture:

1. **Inclusive Environment:** Promoting diversity and inclusion creates a sense of belonging for employees, leading to greater engagement and loyalty.
2. **Team-building Activities:** Regular team-building activities, whether social events or collaborative projects, can strengthen relationships among colleagues and improve morale.
3. **Workplace Recognition:** Publicly acknowledging both individual and team achievements creates a sense of pride and belonging, motivating employees to perform at their best.

Exit Interviews and Continuous Improvement

While it is vital to focus on retention, understanding why employees leave is equally important. Conducting thorough exit interviews provides valuable insights into areas that may need improvement. Common reasons for leaving, such as inadequate career development, lack of recognition, or poor management practices, can help refine retention strategies. By acting on feedback received during these interviews, organisations can continuously improve the work environment and reduce turnover rates.

Additional Cost-effective Strategies

1. **Job Enrichment:** Offering employees opportunities to take on new, challenging tasks within their current role can improve job satisfaction and prevent stagnation. This could involve allowing them to lead small projects, diversify their responsibilities, or innovate new solutions to existing challenges.
2. **Peer Recognition Programmes:** In addition to management recognition, peer-to-peer recognition can also contribute to a positive environment. Encouraging employees to recognise each other's efforts can strengthen relationships and foster a sense of teamwork.

In conclusion, retaining top talent doesn't always require costly or complex initiatives. By focusing on career development opportunities, flexible working arrangements, enhanced benefits, strong leadership, and a positive workplace culture, organisations can create an environment that encourages employees to stay. Incorporating feedback from exit interviews and fostering continuous improvement ensures that retention strategies remain effective and aligned with employee needs. These cost-effective strategies not only help retain valuable employees but also contribute to a more motivated, loyal, and productive workforce.

LET OUR EXPERTISE BE YOUR ADVANTAGE

ACCOUNTING & FINANCE - OFFICE & COMMERCIAL
IT & SOFTWARE SOLUTIONS - HUMAN RESOURCES
ENGINEERING, SCIENCE & SPACE



Let Our Expertise Be Your Advantage

In today's fast-paced and competitive business world, securing the right talent is essential to drive growth and success. At Bond Williams, we understand that the right people are your greatest asset, and we're here to help you find them. Whether you're a long-standing partner or discovering us for the first time, our specialist divisions are dedicated to meeting all your recruitment needs with unmatched expertise.

Who We Are

Founded in 2004, Bond Williams is more than just a recruitment agency; we are strategic partners in talent acquisition. Our reputation for excellence is built on delivering high-calibre talent solutions that help businesses thrive. With a team of experienced recruiters, we fully understand the unique requirements of both our clients and candidates, offering tailored services to meet those needs. Our team's combined 250 years of recruitment experience and an average tenure of 11 years are a testament to our stability and deep industry knowledge, making us a reliable and expert partner for the long term.

Our Journey Since 2004

Since our inception, Bond Williams has experienced significant growth and success. Here are some key milestones that highlight why we stand out from the competition:

- **Expansion of Specialist Divisions:** Initially focused on HR & Office Recruitment, our strong reputation quickly attracted expert recruiters, expanding our services to include Accountancy & Finance, IT & Software Development, Engineering, and Science & Space allowing us to serve a wide range of industries with highly tailored recruitment solutions.
- **Client Base Growth:** Over the years, we've built strong, long-term relationships with clients ranging from small businesses to large multinational corporations. Our deep understanding of their needs has been instrumental in our ability to source the right talent time and time again.
- **Team Growth and Expertise:** Our team has grown significantly, both in size and expertise. With an average tenure of 11 years, our recruiters bring a wealth of experience and stability to our clients. Unlike many recruitment firms that experience high turnover, we've built a team of specialists who know the ins and outs of the industries we serve.
- **Innovative Recruitment Techniques:** We've consistently embraced the latest recruitment technologies and methodologies, combined with our vast networks and the personal touch, to stay ahead in a competitive market. This enables us to source top talent quickly and effectively, ensuring we identify candidates that others may miss.
- **Industry Recognition:** Bond Williams has earned multiple PSL (Preferred Supplier status) and sole agency awards, solidifying our reputation for excellence and customer satisfaction. These accolades reflect our commitment to delivering high-quality service, not just filling roles.
- **Geographical Expansion:** Initially focused on the local market, we expanded our reach across the UK and EMEA, giving our clients access to a broader talent pool across multiple industries and regions.

Bournemouth
01202 233777

Oxford
01865 546046

Southampton
02380 173655

www.bondwilliams.co.uk



ACCOUNTING & FINANCE



IT & SOFTWARE SOLUTIONS



OFFICE & COMMERCIAL



HUMAN RESOURCES



ENGINEERING,
SCIENCE & SPACE

LET OUR EXPERTISE BE YOUR ADVANTAGE

ACCOUNTING & FINANCE

Our **Accountancy & Finance division** is widely recognised for its personalised, professional, and results-driven approach to recruiting finance professionals, from entry-level accountants to CFOs. At Bond Williams, we don't just fill vacancies; we go the extra mile to ensure a perfect fit, taking the time to understand both the technical and cultural requirements of your business. This approach has earned us the trust of many organisations seeking the best finance talent, whether for immediate or strategic growth.

Roles Covered: These include senior roles such as CFO's, Head of Finance, Finance Director, Financial Controller, Finance Manager, and Treasury Specialist, as well as accounting and reporting positions like Management Accountant, Cost Accountant, Project Accountant, and Financial Analyst. We also specialise in audit roles, including Internal and External Auditors, alongside payroll positions such as Payroll Manager and Assistant. Additionally, we cover entry-level and specialist roles, including Accounts Assistant, Ledger Clerks, Credit Controllers, and Accounts/Finance Graduates.

Why Choose Bond Williams Accountancy & Finance?

With over 80 years of combined experience, our finance consultants are industry experts who truly understand the nuances of your sector. We use our market knowledge and established network to consistently deliver top-tier finance professionals who not only meet the technical requirements but also align with your organisation's long-term objectives. We've helped businesses streamline their financial operations, optimise their strategies, and build teams that thrive.

- **Proven Success:** Our longstanding relationships with clients demonstrate our ability to consistently match candidates with the right organisations—creating mutually beneficial partnerships that last.
- **Tailored Solutions:** From executive search to interim placements, we offer flexible solutions tailored to your precise needs, ensuring you always have the right support at the right time.
- **Industry Recognition:** Bond Williams is proud to be recognised as a leader in finance recruitment, receiving multiple accolades for excellence in talent acquisition and as members of REC.

“

My experience with Bond Williams over the years has been fantastic. They take the time to build relationships, understand the client's needs and then execute the facilitation of superb staff in a timely fashion. We get an honest, professional and effective service and I would definitely recommend. Many staff have been placed by Bond Williams and we are very thankful for this. 10/10!

”



Louise Woodward
Director



Alison Taylor
Associate Director



Alison Dowse
Senior Resource
Specialist



Brooke Good
Resource Specialist

LET OUR EXPERTISE BE YOUR ADVANTAGE

OFFICE & COMMERCIAL

With over 60 years of combined experience, our **Office & Commercial division** has earned a reputation for excellence by providing bespoke recruitment solutions. We specialise in identifying hidden talent and delivering exceptional candidates across a wide range of roles. Whether you need a senior team leader or an office manager, we take the time to understand your specific business needs to ensure the perfect match every time.

Roles Covered:

We recruit for a broad spectrum of roles in the Office & Commercial sectors, including Middle & Senior Management, Office Management, Executive Assistants, Secretarial & PA, Marketing, PR, Account Management, Sales, Legal Secretaries, Claims, Procurement, Telesales, Team Leaders, Call Centre, Customer Service, Reception, and Administration.

Why Choose Bond Williams Office & Commercial?

- **Tailored Approach:** We don't just fill positions; we ensure candidates align with your company culture, team dynamics, and long-term goals.
- **Expert Knowledge:** With decades of experience, we understand the nuances of office and commercial recruitment, providing highly targeted solutions tailored to your needs.
- **Proven Success:** Our long-standing client relationships speak to our commitment to quality and consistently delivering exceptional talent.

Our deep understanding of the local job market allows us to identify candidates who fit both the role and your company culture. Whether you're a small business or a large corporation, we deliver exceptional recruitment solutions that support your growth and success. Our commitment to quality, honesty, and service ensures the right talent is in place every time.



Suzanne Sherriff
Director



Charlotte Harris
Senior Resource
Specialist

“

As a client my partnership with Bond Williams has been ongoing for many years, using their services successfully to fill HR, finance, IT and office / commercial roles, both permanent and temporary. This lasting partnership is due to their professionalism and care towards not only myself as their client but also their candidates. In particular Suzie works hard on vacancies and her communication is open and honest about her progress, submitting only the candidates she knows will suit my requirements. The team have the skill to suggest ways forward that I may not have considered to solve those more tricky to fill roles and through their combined years of expertise, they understand the markets extremely well. Bond Williams has always been my go to agency and I am happy to recommend Suzie and the rest of the Company to any client or candidate.”

”

LET OUR EXPERTISE BE YOUR ADVANTAGE

IT & SOFTWARE SOLUTIONS

The IT sector moves quickly, and the demand for skilled professionals is high. Bond Williams' **IT & Software Development division** is renowned for its consultative approach and ability to source top-tier talent that helps businesses stay ahead of the curve.

Roles Covered: We specialise in recruiting for a wide range of IT and software development roles, including Application Developers, Network Engineers, DevOps, IT Support, Software Developers, Technical IT Sales, Aviation Specialists, Technical Consultants, Fintech Specialists, Data Engineers, MSP/ISP Specialists, Outsourced Contractors, QA/Software Testers, Technical Auditors, and Telecoms Engineers.

Why Choose Bond Williams IT & Software Development?

- **Efficient & Expert Recruitment:** We streamline the recruitment process, ensuring you get the right candidates quickly—whether for a large project or a critical role.
- **Specialist Knowledge:** With a deep understanding of the IT sector, we bring expertise to match businesses with the best talent in the market.
- **Proven Success:** We have consistently delivered high-quality talent that has enabled businesses to stay competitive and thrive in the ever-evolving tech landscape.
- **Flexible Solutions:** Recognising the uniqueness of each IT Project, we offer flexible solutions, permanent, interim contract, or temporary basis, tailored to unique IT recruitment needs catering to diverse project stages or ongoing BAU support.

Whether you're seeking CTO-level executives or 1st Line Support, we are prepared to deliver qualified talent. In response to candidate shortages, we offer alternatives such as specialist contractors and outsourced software solutions, ensuring your project remains on schedule. Our extensive services encompass thorough needs assessments, candidate sourcing, meticulous screening and interviews, along with a rebate guarantee to minimise hiring risks.



Peter Knibbs
Director



Ben Markwell
Principal Recruitment
Consultant

“

Bond Williams have been an absolute pleasure to work with for many years and have helped us fill multiple roles. They know their business (and ours!) well and make the whole process simple and straightforward. They have been key in my own development and pushed to give me a chance, where others may have not, which has translated to a fantastic career path for me.

”

LET OUR EXPERTISE BE YOUR ADVANTAGE

ENGINEERING, SCIENCE & SPACE

Specialising in STEM sectors, including life sciences, pharmaceuticals, space technologies, and engineering, Bond Williams' **Engineering, Science & Space division** combines deep sector knowledge with an unparalleled network of top-tier candidates. We don't just match roles—we align highly skilled professionals with your vision, ensuring a lasting fit and seamless integration into your team.

Roles Covered:

- **Science:** QA/QC Officer, Research Scientist, Laboratory Technician, and more.
- **Space:** Data Analyst, Propulsion Engineer, Systems Engineer, and more.
- **Supply Chain:** Procurement Manager, Logistics Director, Stock Controller, and more.
- **Engineering:** Electrical Design Engineer, Maintenance Engineer, Quality Engineer, and more.

Why Choose Bond Williams Engineering, Science & Space?

- **STEM Sector Expertise:** Our consultants bring unparalleled expertise in life sciences, pharmaceuticals, biotechnology, space technologies, and engineering—ensuring you get the best fit for highly specialised roles.
- **Precise Matching:** We turn recruitment into an exact science, leveraging our deep industry insight to pinpoint candidates who are perfectly suited to your specific requirements.
- **Access to Top-Tier Talent:** Thanks to our extensive network and long-term relationships, we have access to the very best candidates in the market, many of whom aren't actively seeking new roles.
- **Comprehensive Service:** Whether you're hiring for niche, technical roles or leadership positions, we provide a full suite of recruitment services—permanent, contract, and temporary placements—to meet your unique needs.
- **Successful Placements Across Industries:** From high-growth start-ups to established multinationals, our proven track record in delivering highly skilled professionals makes us the partner of choice for organisations looking to stay ahead of the curve.



Peter Knibbs
Director



Ben Markwell
Principal Recruitment
Consultant

“

I would like to express my sincere appreciation to Bond Williams Recruitment Agency for their outstanding support during a challenging time for our team. Working with Bond Williams has been nothing short of exceptional. It is truly refreshing to collaborate with a recruitment agency that places such a strong emphasis on the individual. The commitment to a person-focused approach has made a significant difference in navigating the complexities of our current situation.

What sets Bond Williams apart is their remarkable level of accommodation. The team consistently went above and beyond to ensure that our unique needs and circumstances were not only acknowledged but addressed with a sense of urgency and efficiency. This level of dedication is rare and greatly valued. Moreover, the compassion demonstrated by Bond Williams has been a source of comfort during a time of uncertainty. The genuine care and understanding exhibited by the team have not only facilitated a smoother process but have also fostered a sense of trust and partnership.

In conclusion, I would like to extend my heartfelt thanks to Bond Williams Recruitment Agency for their person-focused approach, exceptional accommodation, and unwavering compassion. It is reassuring to know that in times of professional challenges, there are agencies like Bond Williams that prioritise the human element, making the journey not only manageable but also remarkably positive.

”

LET OUR EXPERTISE BE YOUR ADVANTAGE

HUMAN RESOURCES

A strong HR team is the backbone of any successful organisation. Our **HR & Recruitment division** is dedicated to sourcing top-tier professionals who can manage, develop, and nurture your workforce effectively, ensuring your company thrives through strategic talent management.

Roles Covered:

We specialise in recruiting HR professionals for roles such as HR Director, HR Business Partners, HR Consultants, HR Manager, Learning & Development Professionals, Employee Relations Specialists, Compensation & Benefits Experts, Organisational Development Consultants, Talent Acquisition Specialist, Recruitment Coordinator and HR Assistants.

Why Choose Bond Williams HR & Recruitment?

- **Tailored Approach:** We take time to understand your business culture, challenges, and goals, ensuring we place candidates who are not only skilled but also a great cultural fit, fostering long-term success.
- **Experienced Consultants:** With over 80 years of combined experience, we provide strategic advice and solutions that go beyond filling vacancies, helping you build a strong HR function that supports your business objectives.
- **Proven Track Record:** Our history of successful placements and lasting client relationships speaks for itself. We consistently deliver exceptional HR talent that drives success.
- **Comprehensive Support:** From consultation to post-placement follow-up, we ensure smooth integration of new hires, working closely with you for a seamless recruitment process.
- **Navigating a Competitive Market:** We excel at sourcing top-tier HR talent in today's candidate-driven market, ensuring they bring the right skills and cultural fit to help your organisation thrive.
- **Innovative Recruitment Techniques:** We combine cutting-edge recruitment technologies with our vast network, ensuring we find the best candidates quickly and efficiently, saving you time and resources.
- **Industry Expertise:** Our consultants are HR recruitment specialists, offering valuable insights and strategic advice to navigate the complexities of HR management and talent acquisition.
- **Network of Top Talent:** With our extensive network, we connect you with the best HR professionals to enhance your organisation's performance.



Suzanne Sherriff
Director



Charlotte Harris
Senior Resource
Specialist

“

Bond Williams has been instrumental in helping us build our team. They take the time to understand our needs and deliver outstanding candidates, fast. Their honest, professional approach has been a huge asset to our business. We highly recommend their services.

”



RECRUITMENT CASE STUDIES



These Case studies collectively emphasise our capacity to tackle any recruitment challenge, showcasing expertise, efficiency, and unwavering commitment to our client success, reinforcing our standing as a trusted and results-driven partner in the dynamic recruitment landscape.

ENSURING A SEAMLESS TRANSITION DURING AN HR DIRECTOR'S DEPARTURE

A growing organisation faced a critical challenge: the imminent departure of their HR Director (HRD) at the end of January 2025. With a major restructuring involving over 80 staff planned, they urgently needed a highly skilled HRD with expertise in change management to ensure a seamless transition and minimal disruption to their operations. The client praised Bond Williams for our speed, professionalism, and ability to deliver a high-calibre candidate under tight time constraints.

This case study underscores Bond Williams' ability to provide tailored recruitment solutions, even in high-pressure situations. By combining market expertise, a deep understanding of client needs, and an efficient recruitment strategy, we secured a candidate who exceeded expectations and delivered the skills required for a critical role.

NEWLY CREATED HEAD OF FINANCE APPOINTMENT

Our client, sought to appoint a Head of Finance — a newly created and strategically vital role. This position required an experienced leader to shape and manage the organisation's financial strategy while integrating seamlessly with their team and culture.

This case study highlights Bond Williams' ability to guide clients through the complexities of creating and filling new senior-level positions. By leveraging market expertise, providing actionable advice on compensation, and delivering a tailored recruitment strategy, we helped our client secure an exceptional Head of Finance to lead their financial strategy and drive success.

THREE-MONTH TEMPORARY HEALTH & SAFETY POSITION

The client, a large scientific business, needed to fill a three-month temporary position with the potential to become permanent in 2025. This role focused on Health and Safety and required interaction with various teams, including research labs, logistics, manufacturing, facilities, and health & safety. Additionally, the role required someone who could drive and transport materials across multiple sites in Oxfordshire. Despite clearly defining the duties, the four senior leaders involved in the recruitment had differing opinions on the ideal candidate profile, which complicated the search.

Our close collaboration with the client throughout the process ensured that we fully understood their evolving needs and preferences, allowing us to adapt our search criteria accordingly. Both candidates reported a positive experience with the recruitment process, highlighting our transparent communication and support.

ELEVATING YOUR HR AND LEADERSHIP KNOWLEDGE WITH BOND WILLIAMS SEMINARS

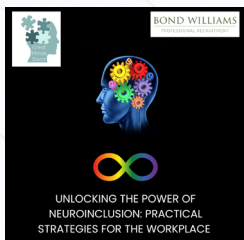
Excitingly, our face-to-face seminars are set for the upcoming year, offering an interactive environment for engagement, learning, and peer connections. Since 2008, we've been committed to hosting free seminars tailored for HR and leadership professionals. Recognising the dynamic nature of HR, we empathise with the challenges you encounter while supporting others. Our events offer a chance to invest in your development amidst busy schedules, fostering networking, knowledge-sharing, learning, and collaboration with peers, thought leaders, and industry professionals.

Why Choose Bond Williams Seminars?

- **Community Building:** Our thriving community provides invaluable support within forums and beyond, fostering meaningful personal and professional connections.
- **Expert Partners:** Collaborating with specialists, including our Yearly Employment Law Updates, Mock Tribunals, NLP Practitioners, ACAS, and Management Trainers, ensures diverse and enriching sessions.
- **Aim for Excellence:** We're dedicated to delivering thought-provoking, educational, and informative sessions that truly enhance your professional journey.

UPCOMING SEMINARS FOR THE YEAR

We can't wait to welcome you to our next session!



Unlocking the Power of Neuroinclusion: Practical Strategies for the Workplace

Tuesday, 17th June 2025 – 9:30am – 12pm

SmartBase, Aviation Park West, Target Road, Christchurch, BH23 6NW

Join us and globally recognised neurodiversity coach, trainer, and keynote speaker Hayley Brackley of Great Minds Don't for an insightful seminar exploring the business case for neuroinclusion. Gain practical strategies to implement in your workplace. This engaging session will provide you with the tools and knowledge to create a more inclusive environment that leverages the strengths of neurodiverse employees and addresses the implications if you don't! Don't miss this opportunity to drive positive change in your organisation!



Mock Tribunal Event

Tuesday, 16th September 2025 – 9am – 12:30pm

Vitality Stadium, Bournemouth, BH7 7AF

Experience the drama and learn the intricacies of employment tribunals at our Mock Tribunal Event! Bond Williams Professional Recruitment, along with Paul Burton, Employment Law Solicitor at ViewHR, and Tribunal barristers from 3PB Barristers, will guide you through a realistic tribunal scenario. Gain valuable insights into tribunal procedures and have your questions answered by experts. This is a must-attend event for anyone involved in HR or employment law!

By attending Bond Williams seminars, you will not only gain valuable knowledge but also connect with like-minded professionals, paving the way for personal and professional growth. Follow us for updates and join us in elevating your HR and leadership knowledge. We look forward to welcoming you to our next session!

If you have any specific topics or speakers you would like us to feature at our seminars, please do not hesitate to get in touch with laura@bondwilliams.co.uk. We are always keen to hear your suggestions and tailor our seminars to meet the needs and interests of our community.



A MISSED OPPORTUNITY IF COMPANIES DON'T BENEFIT FROM EMPLOYEE BENEFITS IN 2025 EVERYBODY NEEDS TO BENEFIT

Towergate Employee Benefits predicts that ensuring 'everybody benefits' from health and wellbeing support must be a major and essential HR focus for 2025. All employees, at all levels and, crucially, the business itself must gain full advantage of employee benefits if businesses are to thrive in the coming year.

Debra Clark, Head of Wellbeing at Towergate Employee Benefits says: "Employee benefits have traditionally been viewed by some, as the perks of the most senior members of staff. Far from this, an effective employee benefits strategy for 2025 should encompass not only employees of all levels within the organisation but also the business itself, and those businesses that do this will be the winners this coming year."

The needs of employees are expanding and changing. It is vital, therefore, that employers planning their support programmes for 2025 fully understand the requirements of their workforce, and are able to put in place the most appropriate support that promotes the wellbeing of both the company as well as the employees.

Changing employee pressures and requirements

Pressures and requirements have changed, and employers need to keep up.

For instance, many of today's employees are now part of the sandwich generation, being squeezed between their offspring and their parents, both of which are requiring greater support than ever before. ONS census figures show that over 2.5 million carers are in employment¹, so employers need to ensure the support they offer keeps on top of this growing need if they don't want to lose their workforce.

All aspects of primary care are facing challenges, from accessing an NHS dentist to a GP, with over 1.6 million patients waiting over a month for a GP appointment.² With routine procedures severely limited, and the long-term sick not getting the support they need to get back to work, the employers that do provide access to support are more likely to have a workforce that's present.

Mental health is top of the list for where employers expect to see increased demand for support according to Towergate Employee Benefits' own research.³ This is closely followed by financial health and health screening in general. Not far behind were diverse needs, such as fitness, fertility, neurodiversity, addiction and gender identity. Employers would do well to consider these areas when looking at how to support their staff best.

Support for employers

With these pressures, employers are clearly going to need support themselves in 2025. With such varied and distinct areas where employees are demanding support, keeping the workforce happy, healthy and at work will not be easy. Employers will be left behind if they are not careful as health and wellbeing support options are also developing fast.

New programmes are becoming available all the time, such as gender-specific support, and low-cost whole-of-workforce options now much more readily available. To make the most of these developments, employers will benefit from taking expert advice on what is available but also how best to understand the specific needs of their employees.

Benefitting the business

Of employers surveyed by Towergate Employee Benefits, 41% stated that offering health and wellbeing support boosts productivity. Increasing loyalty, staff retention, and engagement were the main advantages of offering health and wellbeing support, stated by 38%, 37% and 36% of employers respectively, with 31% also stating it supports recruitment and 26% saying it reduces absenteeism.³ So employers understand the clear benefits to the company, and this needs to be reflected in the support they offer.

Debra Clark concludes: "Offering the right support to employees means that the company ultimately benefits too: in terms of enhanced recruitment, retention, engagement, productivity and loyalty, and from lower absence rates, but only when the right support is put in place. It will be a missed opportunity in 2025 if employers don't get this right."

About Towergate Employee Benefits

Towergate Employee Benefits is one of the UK's largest independent employee benefits advisers, dedicated to delivering tailored solutions to employers and their employees. The company aims to help employers attract, retain and engage the very best talent, resulting in a healthy, motivated and productive workforce.

Specialist advice and solutions from Towergate Employee Benefits include healthcare benefits - such as private medical insurance, cash plans, dental insurance and employee assistance programmes; financial benefits - such as group income protection, group critical illness and life insurance; and additional services such as wellbeing, occupational health and pensions governance, as well as award-winning benefits technology.

For global companies, Towergate Employee Benefits offers international private medical insurance, travel insurance, global employee assistance programmes and kidnap and ransom cover; as well as the expertise to manage comprehensive global benefits programmes. Through a worldwide network of partner firms, Towergate Employee Benefits can deliver tailored global benefit design and governance, ensuring business are supported wherever they operate.

Towergate Employee Benefits has a nationwide team of specialist advisers with a commitment to service that has been recognised as gold in its accreditation by Investor in Customers.

For further information please visit www.towergatehealthandprotection.co.uk/

1. [Carers' employment rights today, tomorrow and in the future](#)
2. [Next government must end "totally unacceptable" waiting times for GP appointments, says College](#)
3. Research conducted by Opinium on behalf of Towergate Employee Benefits among 500 HR professionals, January 2024.



Author: Towergate Employee Benefits

www.towergatehealthandprotection.co.uk

One of the UK's largest independent employee benefits advisers, dedicated to delivering tailored solutions to employers and their people.

CORPORATE SOCIAL RESPONSIBILITY

SUSTAINABILITY AND CORPORATE SOCIAL RESPONSIBILITY (CSR)

In today's world, sustainability and Corporate Social Responsibility (CSR) are more important than ever. As concerns over climate change, social issues, and resource depletion grow, businesses are increasingly expected to operate in ways that benefit society and the environment. But what is sustainability and CSR and why do they matter not just for businesses, but also for job seekers and suppliers?

What are Sustainability and CSR?

Sustainability is about meeting current needs without harming the environment or depleting resources for future generations. It involves balancing environmental, social, and economic concerns. CSR, on the other hand, refers to how businesses contribute to the well-being of society, whether through environmental protection, fair working conditions, or community support.

Together, sustainability and CSR help businesses operate responsibly, ensuring they don't cause harm to the planet or people.

Why Sustainability Matters for Businesses

Sustainability has become a top priority for businesses worldwide. Customers today care about the environment and want to support companies that take steps to reduce their impact on the planet. Governments and investors are also placing pressure on businesses to adopt more sustainable practices. Companies that focus on sustainability can often reduce costs, innovate, and find new ways to meet the growing demand for eco-friendly products and services.

How CSR Improves Brand Reputation

CSR activities — such as reducing waste, supporting communities, and ensuring ethical practices — help businesses build a positive image. When a company acts responsibly, it gains the trust of customers, employees, and investors. In turn, this loyalty helps companies stand out in a crowded market and encourages long-term success.

For example, a company that supports environmental conservation or fair trade practices builds a strong reputation, leading to more customers and a better public image.

The Connection Between CSR and Sustainability

While sustainability and CSR are different, they go hand-in-hand. Sustainable practices — like using eco-friendly materials or reducing energy consumption — are a key part of CSR efforts. By combining both, companies not only help the environment but also improve their relationships with customers, employees, and communities.

Many businesses are already implementing sustainable solutions across their operations, from adopting green technologies to reducing waste in manufacturing processes. These efforts support both CSR goals and sustainability efforts.

Why Sustainability and CSR Matter for Job Seekers

For job seekers, working for a company that prioritises sustainability and CSR offers several benefits. More and more employees want to work for organisations that align with their values. Companies that commit to sustainability often offer a healthier work environment, better employee benefits, and greater job satisfaction.

Additionally, businesses focused on CSR and sustainability are likely to be more stable in the long term. As the demand for responsible companies increases, those with strong sustainability and CSR initiatives are better positioned to thrive. Job seekers also benefit from working in industries that lead in sustainability. For instance, jobs in renewable energy, sustainable agriculture, and ethical fashion are growing rapidly. As companies make more efforts to “go green,” new opportunities in these areas will continue to emerge.

Why It's Important for Suppliers

For suppliers, partnering with companies that prioritise CSR and sustainability is crucial. Many businesses are now choosing to work only with suppliers who meet certain environmental and ethical standards. This means that suppliers who can demonstrate their commitment to sustainability may have a competitive edge when securing contracts.

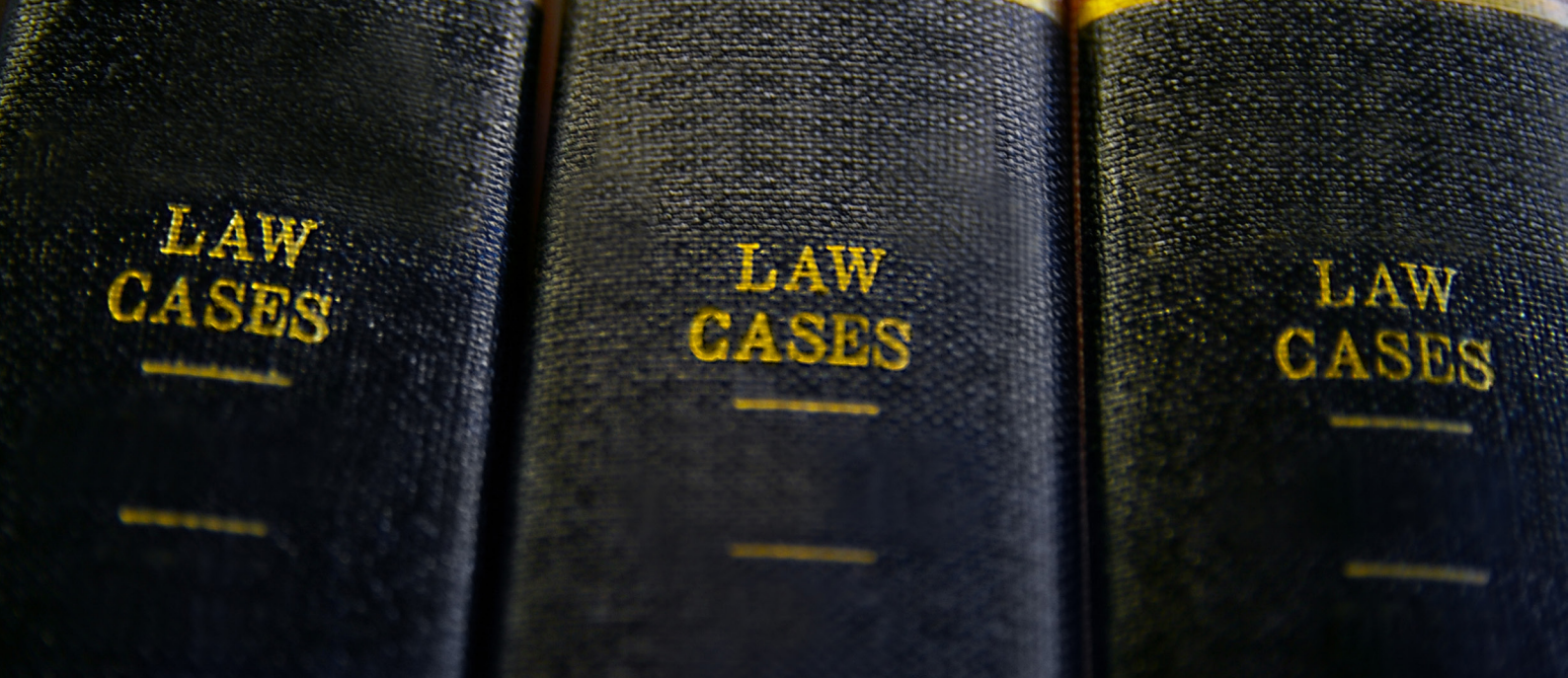
Being a sustainable supplier can also improve long-term relationships with customers, increase demand for products, and open doors to new markets. Just as businesses are embracing CSR, they are looking for suppliers who share the same values.

Looking Ahead

Sustainability and CSR are no longer optional. Businesses that fail to adopt these practices risk falling behind as customers, employees, and investors increasingly expect responsibility from companies. For job seekers and suppliers, aligning with businesses that prioritise sustainability and CSR offers greater opportunities for success and growth. These practices are not just good for the environment and society — they are essential for long-term business success and stability.

Sustainability and CSR are shaping the future of business. For job seekers and suppliers alike, they represent opportunities for personal and professional growth, as well as the chance to contribute to a more sustainable, ethical world.





LEGAL UPDATE

Some Other Substantial Reason Dismissal fair when relationship irretrievably broken

In the often-intricate world of employment law, the case of *Alexis v Westminster Drug Project* presents a compelling scenario of how dismissals under the banner of Some Other Substantial Reason (SOSR) can be justified. As workplace dynamics evolve, instances where the professional relationship between employer and employee irreparably breaks down are not uncommon. This case delves into the nuances of such a dismissal, highlighting the legal principles and precedents that can guide employers when faced with a similar situation. At ViewHR we are seeing increased interest involving this type of dismissal, rather than a disciplinary, capability or redundancy one.

In *Alexis v Westminster Drug Project*, the Employment Appeal Tribunal (EAT) has held the employer had reasonable grounds for dismissing the employee for some other substantial reason (SOSR) after the relationship between the two of them had irretrievably broken down.

What was the background?

The employer decided to restructure the department in which Ms Alexis worked, with three existing roles being replaced by two new ones. The three individuals in the existing roles, including Ms Alexis, were offered the opportunity to apply for the new roles and a competitive interview process was undertaken. Ms Alexis was unsuccessful.

Why did Ms Alexis complain?

Ms Alexis has dyslexia, and she raised a grievance about the interview process, saying a reasonable adjustment would have been to have provided her with the questions for the interview 24 hours in advance. A grievance procedure was followed, but Ms Alexis' grievance was not upheld, and she was also unsuccessful with an appeal.

What led to the dismissal?

When Ms Alexis' appeal failed, she wrote several emails to both the chair of the grievance process and the chairman of the company. The relationship between the two parties rapidly deteriorated and Ms Alexis was called to a meeting to discuss whether her continued employment was untenable. The employer decided it was, and Ms Alexis was dismissed with notice. She brought a claim of unfair dismissal to the employment tribunal.

What did the original ET decide?

The employment tribunal dismissed Ms Alexis' claim, deciding that the employer had reasonable grounds for dismissing her. It was not her dyslexia or the restructuring process that was the reason for her dismissal, but her emails that led to the relationship irretrievably breaking down. Ms Alexis appealed the decision, arguing that the tribunal had not given sufficient weight to her long length of service or considering other alternatives to dismissal.

Why did the EAT dismiss Ms Alexis' appeal?

The EAT held that, once trust and confidence had broken down between the parties to such an extent, the employer had no other option other than to dismiss. The employer was not required to consider alternatives to dismissal. On the length of service point, the EAT said it was not relevant, in this case, to the decision to dismiss. When there has been an irretrievable breakdown in the employment relationship, length of service was not relevant.

Why is this case important for employers?

SOSR dismissals are relatively unusual, although we have seen an increase in them in recent months. This case will be of use for employers when asserting the employment relationship has irretrievably broken down. It confirms that length of service does not have to be considered in such circumstances, it does not matter how long someone has been employed if the relationship is completely broken. Also, in such circumstances, the employer does not have to consider alternatives to dismissal.

The employer succeeded in this case as they went through a proper grievance procedure with Ms Alexi and then followed it up with a full and reasonable dismissal procedure. Employers will still need to ensure they do this to avoid a successful claim.

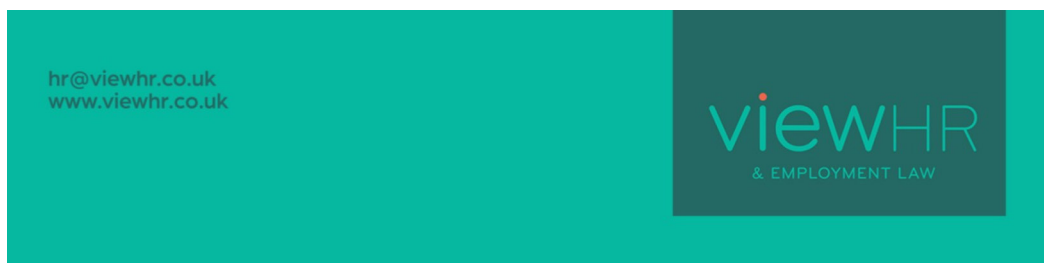
Who are ViewHR?

Specialist independent HR and Employment Law Consultancy providing valued and tailored HR and legal support services to a wide range of businesses including legal, healthcare, IT, education, financial services, manufacturing and engineering, private households, and other professional sectors.

Our experienced HR Consultants and Employment Solicitors provide bespoke HR and employment law services to employers. Combining both strategic and operational HR know-how and employment law guidance with complete trust and transparency throughout. Based in Hampshire and Dorset, our team's breadth of knowledge, skill set, and experienced professional approach offers your business diversity of thought and creative solutions that are second to none.

We are not a call centre HR and employment law service. From employment documentation through to Employment Tribunals, your designated advisers work closely with you to understand your business, taking responsibility to find you the right solutions. After all, having the best team in your business is the most important element in driving your success and we love to be an integrated part of that journey with you.

We can help you overcome the challenges of HR with our fully resourced and structured HR and employment law department so that you can focus on what really matters – running and growing your business.



Author: Paul Burton, Employment Law Solicitor, ViewHR

www.viewhr.co.uk | paul@viewhr.co.uk

Paul has been an employment solicitor for nearly 20 years and is known for his in-depth knowledge and expertise in the areas of employment law and human resources. He was a partner at a sizeable South Coast law firm before coming to ViewHR and has often been asked to be a guest speaker at HR events, including lectures for CIPD. He regularly provides training to clients in relation to their human resources, for example, performance management and tackling sickness absence.



SKILLS-BASED HIRING TRANSFORMING RECRUITMENT

In recent years, the UK job market has seen a significant shift towards skills-based hiring. This approach prioritises a candidate's actual skills and competencies over traditional markers such as formal qualifications or previous job titles. As businesses face new challenges in finding and retaining talent, skills-based hiring has emerged as a transformative strategy to bridge the skills gap, promote diversity, and build a more adaptable workforce.

What is Skills-Based Hiring?

Skills-based hiring focuses on a candidate's ability to perform specific tasks or apply key skills rather than relying on conventional indicators of suitability, such as education or experience. Traditional hiring practices often emphasise degrees or years in a specific role as measures of potential, but skills-based hiring places the emphasis on whether the candidate can demonstrate the abilities required for the job at hand.

The Growing Need for Skills-Based Hiring in the UK

- 1. Addressing the UK's Skills Gap:** The skills gap in the UK has been a pressing issue for years, particularly in sectors like technology, engineering, and healthcare. According to a report by the Open University, nearly two-thirds of UK businesses face skills shortages, leading to increased hiring costs and slower productivity growth. By adopting skills-based hiring, employers can tap into a wider talent pool that includes candidates with practical experience or self-taught abilities rather than formal qualifications.

Employers in the artificial intelligence (AI) sector are increasingly prioritising skills over formal education, with practical expertise commanding higher salaries than university degrees alone, according to new research from the Oxford Internet Institute (OII), University of Oxford.

2. **Enhancing Diversity and Inclusion:** Traditional hiring methods often reinforce barriers for individuals from underrepresented backgrounds. Many people who have the necessary skills may not have had access to higher education, particularly from disadvantaged socio-economic groups. Skills-based hiring removes unnecessary educational barriers, opening opportunities to a more diverse group of candidates. In the UK, promoting workplace diversity has become a key priority, with employers increasingly recognising the benefits of a varied workforce in fostering creativity and innovation.
3. **Improving Retention and Job Satisfaction:** Hiring based on skills ensures that employees are a better fit for their roles, which often leads to greater job satisfaction and lower turnover rates. Employees who feel they are using their strengths are more likely to remain engaged and stay with an organisation longer. Companies that prioritise skills-based recruitment have reported a significant reduction in turnover, ultimately saving on recruitment and training costs.

Implementing Skills-Based Hiring in Your Organisation

Making the shift to skills-based hiring requires some adjustments to your hiring process. Here are key strategies to consider when implementing this approach:

1. **Revise Job Descriptions:** Focus on the specific skills and competencies required for the role rather than formal qualifications. Clearly outline the tasks and responsibilities that the candidate will need to perform.
2. **Use Skills Assessments:** Incorporate practical assessments, such as coding tests for tech roles or hands-on tasks for technical positions, to evaluate a candidate's abilities.
3. **Leverage Technology:** Utilise AI-powered tools and platforms to screen candidates based on their skills and match them with suitable roles.
4. **Provide Training and Development:** Offer opportunities for continuous learning and skill development to help employees stay up to date with industry trends and advancements.

LinkedIn reported that -Younger workers, especially Gen Z, benefit the most from a skills based hiring approach in most countries. However, older workers see bigger pipeline increases for AI jobs. Industries could increase their talent pools by up to 22x

Gov.uk 2025 Skills Horizon Barometer - reported Skills gaps are very much an issue for SME employers, with nine in 10 (90%) identifying this within their business. Entry-level is the most common position to see this at, followed by gaps within specialist subject areas. The top gaps are: • At an entry-level (32%) • In specific specialist areas (29%) • At a managerial level (26%) • At a senior level (21%)

How Bond Williams Can Help

Bond Williams, an independent recruitment agency with over 250 years of combined experience are well-equipped to assist organisations in adopting a skills-based hiring approach. We specialise in matching candidates with roles based on their transferable skills, ensuring that employers find the best fit for their needs. By focusing on practical experience and competencies, we help bridge the skills gap and promote a more inclusive and diverse workforce.

Skills-based hiring is a game-changer in the UK recruitment landscape. By focusing on a candidate's actual abilities, employers can address talent shortages, enhance diversity, and improve employee retention. As the job market continues to evolve, skills-based hiring will play a crucial role in shaping the future of work in the UK.



KEY TRENDS SHAPING THE UK WORKFORCE IN 2025

As we move into 2025, the HR landscape in the UK is undergoing substantial transformations. Driven by technological advancements, shifting workforce expectations, and socio-economic factors, these changes are reshaping how organisations manage their most valuable asset: their people. Below are the key HR trends to watch in 2025:

- 1. AI and Automation:** AI-driven tools are revolutionising HR processes, from recruitment to performance management. These tools help reduce bias, streamline hiring, and provide data-driven insights for more informed decision-making. Automation is also improving efficiency in administrative tasks, freeing HR professionals to focus on strategic initiatives.
- 2. Hybrid Work Models:** The blend of remote and in-office work remains highly popular. Companies are refining hybrid work policies to balance productivity, communication, and company culture. This model offers employees greater flexibility while maintaining the benefits of in-person collaboration.
- 3. Employee Wellbeing and Mental Health:** Supporting employee wellbeing is a top priority. Organisations are investing in mental health initiatives, offering flexible working conditions, and promoting a healthy work-life balance. These efforts are crucial in maintaining a motivated and productive workforce.
- 4. Diversity, Equity, and Inclusion (DEI):** Advanced DEI initiatives are becoming an integral part of company culture. Businesses are striving to create more inclusive and diverse workplaces, recognising that a diverse workforce drives innovation and enhances decision-making.
- 5. Skills Development and Continuous Learning:** With the rapid pace of technological change, upskilling and reskilling employees is essential. Companies are focusing on continuous learning programmes to ensure their workforce remains competitive and adaptable to evolving job roles.

6. **Data-Driven Decision Making:** HR teams are increasingly using data analytics to inform strategies around workforce planning, employee engagement, and performance management. Data-driven insights enable more effective and targeted HR interventions.
7. **Four-Day Work Week:** Trials of the four-day work week have shown promising results in terms of productivity and employee satisfaction. More companies are considering its implementation as a means to enhance work-life balance and attract top talent.
8. **Sustainability and Corporate Social Responsibility (CSR):** Sustainability and CSR are becoming central to HR strategies. Companies are aligning their practices with broader societal values, helping to attract and retain employees who prioritise ethical and sustainable practices.
9. **Leadership Development:** Investing in leadership development is essential for building a resilient and forward-thinking organisation. Companies are focusing on nurturing leaders who can navigate complex challenges, inspire teams, and drive innovation.
10. **Neurodiversity:** Embracing neurodiversity in the workplace is gaining momentum. Organisations are recognising the unique strengths and perspectives that neurodiverse individuals bring and are creating inclusive environments to support their success.
11. **Employee Experience:** Creating positive employee experiences is key to retention and engagement. Companies are enhancing the overall employee journey — from onboarding to career development — ensuring a fulfilling and supportive work environment.
12. **Employee Engagement:** Engaged employees are more productive and committed to their organisations. HR teams are implementing strategies to boost engagement, such as recognition programmes, career development opportunities, and fostering a sense of belonging.
13. **Pay Equity and Transparency:** Ensuring pay equity and transparency is critical for building trust and fairness within an organisation. Companies are conducting pay audits, addressing disparities, and openly communicating their compensation practices.
14. **Retention:** Retaining top talent is a priority in a competitive job market. Organisations are focusing on creating a positive work culture, offering competitive benefits, and providing growth and development opportunities to keep employees engaged and committed.
15. **Upskilling:** Continuous upskilling is essential to keep pace with technological advancements and evolving job requirements. Companies are investing in training programmes to equip employees with the skills needed for future success.



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