

# the company





# the right people. on time

By sourcing and developing the right people, your business goals can be achieved. At NRG we have established an excellent reputation for supporting businesses with every aspect of their workforce.

In an increasingly sophisticated marketplace, our services are constantly developing and now encompass a broad range of specialist areas. The traditional recruitment skills – executive, database and advertising search – have now evolved to encompass many aspects of the modern business world. These include the provision of total flexible workforces with their own on-site management team, human resource consultancy, full project-managed high volume recruitment, psychometric testing and sophisticated training and development techniques.

As your needs are so varied, we have established specialist businesses, each with a team of highly qualified individuals who, through their knowledge and experience, will add value to your business to ensure competitive advantage.

## nrg professional

Through database search or advertising selection, we have the niche market expertise to find the best people. With hands-on sector experience, both locally and nationally, our consultants are highly sensitive to the nuances of your industry. We have specialist expertise in both the permanent and interim management areas of:

- Engineering and Manufacturing
- Finance
- General Management
- Human Resources
- IT
- Procurement & Logistics
- Sales & Marketing
- Technical

## nrg practical human resources

Human resource issues come in all shapes and sizes. Often you're faced with situations you've never had to manage before. With a team of fully qualified and experienced HR professionals, we have the depth and breadth of experience to rise to every challenge. Whether you're in a start-up situation with limited people resources, or a fully operational HR division, we can provide flexible specialist services which are both practical and business focused. Whatever aspect of our service you require, our approach is always to work closely with you, as part of your management team to provide a seamless practical solution.

- HR outsourcing
- Transition management
- Change management
  
- Specialist HR and interim recruitment
- Psychometric testing and assessment techniques
  
- Organisational development and performance management
- Knowledge management
- Performance coaching
- Training, learning and development
  
- Policy development and implementation
- Employee relations

To further strengthen our organisational development and knowledge management expertise, we've established a strategic partnership with a major player in the field, Learning Dynamix. Working together, we assist organisations of all sizes from the private and public sectors, to realise the full potential of their people. All development is results orientated and aligned to business objectives.

## nrg call centre solutions

Whatever level of people you need, our depth of experience - and our extensive database – mean we can source the very best people, whether temporary or permanent. Operations directors, call centre managers, team leaders, volume agents and telemarketing staff are all available for new start-up ventures and large campaigns at short notice. We can prepare, train and manage them for you, either on or off-site.

“NRG has played a key role in the successful opening of SITEL’s new contact centre in North Tyneside. The total service, delivery and support in recruiting management teams, customer service professionals and support functions was exceptional.”

Jane Grey, SITEL.

## nrg connect

Should you require a call centre, but haven’t the time – or long-term need – to set up your own, we’ve created two fully-equipped facilities in Newcastle upon Tyne and Glasgow. With the latest Lucent technology, in purpose-designed environments, our highly skilled staff are trained to handle special projects, including customer service, outbound telemarketing and market research.

## nrg city

Dedicated to the city centre business community, we specialise in recruiting professional support staff: PAs, legal and medical secretaries, general office staff, sales and marketing professionals and customer service staff. Our convenient central location means we're on your doorstep for a fast, agile response to any staffing need.

## nrg flexible resourcing

When you need to complement your core workforce with highly skilled contracting staff, our Technical Contractors' division is the answer. Industries we specialise in include; construction, civil, oil and gas, building services, manufacturing and general engineering.

Alternatively, if you need temporary skilled or semi-skilled staff, we can offer you the ideal flexible solution with our Industrial Contractors' division, who specialise in the assembly, distribution and warehousing, electronics, food manufacture, packaging and pharmaceutical sectors.

Our experienced teams of account managers and resourcers are ready to respond to seasonal demands and the unpredictability of today's business environment.

**“The staff and service provided by NRG has had a significant impact on our operational performance. Management of the temporary workforce has been a key element of Samsung's success.”**

Ken Donald, HR Director, Samsung

# bright people bright futures

here are just a few of our clients:

- Abbey National
- APW
- Avery Dennison Corporation
- Cleveland Constabulary
- Excel Multi Media
- GNER
- Green Flag
- Huntsman
- Jarvis
- Komatsu UK Ltd
- Leeds City Council
- London Electricity
- Newcastle Chronicle & Journal
- Northern Rock PLC
- Northumbrian Water
- Pharmacia
- Phillips Components
- PricewaterhouseCoopers
- Samsung
- Sanofi - Synthelabo
- Scottish Widows
- SITEL
- TRW
- University of Durham
- Vickers Defence Systems

where you can find us

Our group headquarters is based in Newcastle upon Tyne. We also have business centres in Glasgow, Edinburgh, Darlington, Middlesbrough, York and Leeds. Don't worry if you're based outside of these areas, we're equipped to operate nationally. You'll find all addresses and contact details at the back of this brochure pack.

If you want to find out more

Simply call free on 0800 919628

[www.nrgplc.com](http://www.nrgplc.com)

