

Job Description

Title: **Head of Research / Corporate Operations
Director** (full-time job)

Location: Madrid (Headquarters)

Zavala Civitas Executive Search is a multinational boutique in executive search and management alignment services founded in 2002 by professionals with wide experience on the sector and with over 900 searches completed successfully. The company has offices in Madrid, Barcelona, Mexico D.F., Shanghai and Sao Paulo.

The company is in the midst of implementing a 5 year sales plan and is in target for achieving it. In order to stay in line with the relevant targets the company understands that they will need to hire a Corporate Head of Research that will help coordinating all the execution processes and methodology within the firm, allowing sales leaders to focus on client development.

Profile

This position will be based in the Madrid office. The candidate will be working tightly with other Directors within the firm, and reporting directly to the CEO. The ideal profile should have the following characteristics:

- Minimum 5 years experience working in an Executive Search firm as a Project Coordinator or Head of Research
- Experience in Project Management and working in client-facing roles.
- **Fluency in written and spoken English.**
- Strong analytical skills and **attention to detail.**
- Strong **service oriented** mind-set.
- Strong **empathic** skills
- Experience **managing, developing and retaining multicultural teams.**
- Team worker with **good communication and interpersonal skills.**
- Able to **handle the high pressure and prioritize** effectively
- **High level of initiative**, compromise and participation.
- Strong **quality and service orientation** mindset
- Able to **handle the high pressure and prioritize** effectively
- **Strong results orientation** through new business.

Responsibilities

These are some of the main tasks that the candidate will have:

- Lead and coordinate a Research Team of 5 people in Madrid and 4 people in the Chinese office.
- Conduct weekly status meetings with Project Coordinators of each of the offices in order to follow up with situation of each Project and be informed of any issues that may have arisen along the process .
- With the support of the Project Coordinators of each office, coordinate and support the Researchers and Recruitment Consultants distributed in all ZCES offices by providing value through:
 - Providing effective and homogeneous training programs to all Researchers and Consultants teams distributed in all the offices.

- Supervising all Projects (Executive Search & Alignment) executed by local offices through constant communication with local Project Coordinators.
- Making sure deadlines, Customer satisfaction, and Quality of the processes are achieved throughout all projects and Offices.
- Assist each Business Development Director in key account relationship management.
- With the support of local Project Coordinators define detailed search strategies when new projects are assigned to our company.
- Attend some potential and existing relevant client meetings physically or remotely.
- Define leadership and retention programs for local Project Coordinators and Research teams in each of the offices.
- Lead and coordinate confidential internal talent search programs for Zavala Civitas at a global scale.
- Create, measure and track the Execution results for all ZCES offices. (according to KPI's) with the support and information provided by local PMs.
- Carry out the Evaluation processes and bonus distribution according to performance of the Execution teams.
- Travel 25% (up to one week per month) to support branch office Execution and Operations efforts and to provide internal trainings.
- Create and/or support in the creation or modification of any relevant documentation involved in the delivery of services; Pre-search documents, Shortlists, Candidate Reports, Reference Checks...
- Follow up with invoicing procedures and payments related to each of the opened projects.
- Collaborate closely with the Commercial Director and CEO in the follow up of clients and identification of new opportunities identified through client communication.

Conditions

The Conditions will be discussed with the candidates directly. If interested, please send CV to:

Fernando Zavala
fz@zavalacivitas.com

Almudena Jado
aj@zavlacivitas.com