

July 2020

Dear Candidate

Thank you for applying for the position of Head of Talent Acquisition. We received a huge amount of applications so well done for making it into the first round of interviews.

Working at Reward Gateway is something that many people want to do. It is a special business with a unique culture and mission, but experience tells us we may not really be right for everyone. That's why the purpose of this letter is twofold. Firstly, to give you pause for thought about whether you will really enjoy working here, and secondly to excite you about the opportunity you will have to make the world a better place to work.

Honesty is important to me. I want to do my best to share with you what it's like behind the scenes here. While we do have a [4.8 Star score on Glassdoor](#), I need you to know that things aren't perfect. That's part of the reason I'm looking for you. Someone who's not looking for another 'job' but for a fulfilling career and someone ready to Own It.

### **What to expect working here?**

It is fast-paced, it is ever-changing and it's challenging. No two days are the same, and often it can feel like a rollercoaster which won't stop. But, it is hugely rewarding and you are surrounded by great people with an amazing mission, world-class products and a CEO that believes employee engagement is the key to business success.

In a global business, you need to be comfortable with supporting all the teams and hiring managers across the globe. This can mean early starts and late nights, but it comes with flexibility and you can plan your diary to deliver our significant goals. We have a big focus on sourcing to find the best talent, so you really need to excel in this part of the recruitment process. There are no shortcuts to success, only your hard work.

### **What will you work on?**

There are many competing goals, plans and projects, you could probably spend your whole day working on these. But you have to run the global hiring processes, working with the team to find the best talent. You will need to live our "work hard" value to be successful. In the last 3 years, we found on average one person every other day to join us, and we run all the internal recruitment processes too; so it is very busy.

### **Who will thrive here?**

The three attributes that the most successful candidates will show are; (1) passion for recruitment, Reward Gateway, and delivering excellent results in everyday tasks and big projects and (2) high level of emotional intelligence, in all interactions across the business (3) patience, for when things go wrong, for when things take longer than expected, and for when what you are working on is either stopped or gets changed.

Don't just take my word for it. My team has put together a video describing what it is like to work for me and RG and it is enclosed. If you have any questions about the role or what it is like to work here then please let me know.

Good luck

A handwritten signature in black ink, appearing to read "Robert Hicks", written in a cursive style.

**Robert Hicks**

**Group HR Director**

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