

CONCEPT CAREERS

With

IN FOCUS



Teresa Hector
Regional Co-ordinator
& Quality Auditor

My career with Concept Staffing began in 1990 when I started a 2 week Work Experience placement at the Barnstaple branch. I always thought that I wanted a career within HR with my strong administrative skills, but throughout my years at college and university I continued to work in the branch each Summer & Easter providing holiday cover for the Commercial and Industrial Consultants. I enjoy the contact with people, both candidates and clients and got a huge buzz each time I successfully filled placements.

After graduation I found work elsewhere, including another recruitment agency, until Concept approached me and asked if I'd be interested in joining the Bideford team as Sales Administrator. I jumped at the chance and haven't looked back since.

The Sales Administrator role was a great combination for me - dealing with and communicating with all types of people on one hand and providing admin and organisational support to the branch on the other. I worked in the Bideford branch for 5 years, progressing from Sales Administrator to Recruitment Consultant responsible for Commercial Temp and Perm placements.

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Using my recruitment knowledge and extensive administrative skills, my role evolved again into developing Concept's Quality Management System to meet ISO9001:2000 Quality certification. I became the company's Quality Auditor and a move from Bideford to the Head Office in Barnstaple followed. I now spend approximately half my time at Head Office and the other half travelling around the 14 branches throughout the South West.

I thoroughly enjoy my current job because it has so many roles. I am responsible for developing and maintaining the Quality Management System including internal auditing; Training new staff on using the IT database software and our Quality Management System; Taking part in various projects, like the age discrimination seminar and the development of our website; Advising staff on the latest legislation and I even provide branch cover as necessary.

A job in recruitment never stays the same, from meeting different people to developing new practices to improve the way we work, there is always something new to do or learn.

