

NRG in brief

High Flying Client for NRG

Newcastle International 

NRG



GROUP

- WELCOME | CHIEF EXECUTIVE'S REVIEW | IT'S EVERYWHERE | HEAD OF COMMERCIAL LANDED SAFELY AT NEWCASTLE AIRPORT |
- NRG CONNECT WINS DTI CONTRACT | NEPO CHOOSE NRG GROUP | NRG TEES VALLEY PA FORUM | ASSESSMENT EVENT ACTIVITIES |
- GOOD CALL WITH BNS TELECOM | NRG INDUSTRIAL RESOURCING ARE FLYING HIGH WITH AS & T | RAC | NRG CITY | INTERNAL INVESTMENT |
- THE NORTHERN WAY | THE BUILDING SOCIETY THAT BANKS ON US



Welcome

SPRING IS IN THE AIR AT NRG WITH THE NEW YEAR CELEBRATIONS STARTING WITH NEWS OF A MAJOR PROJECT WIN WITH THE DTI TO SOURCE OVER 350 EMPLOYMENT TRIBUNAL PANEL MEMBERS ACROSS THE UK. OUR NATIONAL PROJECT DELIVERY CAPABILITY HAS GONE FROM STRENGTH TO STRENGTH AND PROVES THAT YOU DON'T NEED TO HAVE YOUR HEADQUARTERS IN LONDON TO WORK NATIONALLY!

However, we also really appreciate the strength of our regional roots and continue to work closely with valued clients across all sectors. I'm delighted to advise that our new Tees Valley office on Teesdale Park Stockton has been well received by clients both new and old. We have already expanded our team there, not least in the finance sector.

The headline stories in this edition will give you a helicopter view of the breath and depth of the group services - everything from Executive appointments at the Airport to admin staff at Weight Watchers. I look forward to sharing more with you in the next edition.

Therese Liddle, Managing Director

CHIEF EXECUTIVE'S REVIEW



STRONG INTERIM RESULTS

- Profit before tax up 63% to £1.6m
- Strong cash balances
- Strong underlying growth in permanent recruitment

PEOPLE

We have been able to achieve good results by employing, empowering and motivating good people. Securing more talented recruitment specialists is our top priority as we seek to capitalise on the opportunities before us, particularly in permanent appointments and project management. We are making a major effort to expand our teams in these areas, but are determined not to compromise on quality either in the calibre of the people we employ, or in the level of service we deliver to our clients. I believe that steady

application of these principles will enable us to continue building a strong and profitable business for the benefit of employees and shareholders alike.

BOARD

I am pleased to announce the appointment as a non-executive Director of Richard Hutton FCA, who joins the Board today. Richard, who is 36, is Group Financial Controller of Greggs plc. He joined Greggs in 1998, after qualifying as a chartered accountant with KPMG and gaining career experience with Northern Development Company and Procter & Gamble. Richard joins the Audit, Remuneration and Nomination Committees and we look forward to the contribution of his financial and business expertise.

Lorna Moran Chief Executive

NRGEXECUTIVE



HEAD OF COMMERCIAL LANDED SAFELY AT NEWCASTLE AIRPORT

Nicola Boulter joins Newcastle International as Head of Commercial in March. Following a successful career with Albion Chemicals based in Leeds, Nicola is an experienced manager with a wealth of commercial expertise and will be joining the Airport at a time when success in winning new routes and the impressive new terminal facilities places the success of the commercial agenda right at the centre of the Airports plans for future success.

To find out more visit www.nrgplc.com

IT'S EVERYWHERE!

IT - INFORMATION TECHNOLOGY, IS - INFORMATION SYSTEMS, ICT - INFORMATION AND COMMUNICATION TECHNOLOGY - HOWEVER YOU BADGE IT, THE APPLICATION OF TECHNOLOGY HAS NEVER BEEN MORE IMPORTANT IN THE WORKPLACE. WHETHER YOU'RE SENDING AN EMAIL, MAKING A PHONE CALL OR ADDING INFORMATION, THE TECHNOLOGY YOU USE AND THE WAY IN WHICH IT IS USED SHAPES THE WAY YOU WORK, THERE ISN'T A BUSINESS PROCESS THAT HASN'T BEEN TOUCHED IN SOME WAY BY THE USE OF IT.

It is our saving grace when it is working - so much so that we take it for granted. BUT, when it goes wrong, productivity and our ability to perform our role reduces dramatically and of course, IT becomes the worst of all evils.

Naturally, the quality of IT provision within any given organisation is only as good as the people working in the department responsible for it. Recruitment of IT staff has become a more complex affair as technical skills are no longer the be all and end all. Soft skills are becoming a major part of the selection process as IT becomes a more service oriented industry, the user being the customer. Gone are the days of the stereotype 'techie' who sits in the computer room. Today's IT professional needs to be a strong communicator and credible in front of clients (internal and external).

Over the last 10 years, NRG has worked successfully with North East businesses to source IT staff across a wide range of disciplines ranging from IT Support to IT Management, from software developers to technical architects.

As IT has evolved, so have we and we appreciate more than most that a cultural and personal fit is as important as the requisite technical skills.

Notable recent successes include:



Home Group Ltd
Appointment:
Group Head of
Information Systems

One of the largest Housing Associations in the country, Home Group, manages a stock of over 50,000 properties, employs over 3000 staff and operates circa 60 offices nationwide, from South East

England to Northern Scotland. With a complex structure of regional offices, subsidiary companies and large, dynamic workforce comes the need for a robust, reliable and cost effective IT infrastructure.

Home Group is undertaking an ambitious programme of change in IT which has suffered from a number of setbacks. Following a review performed by an external consultancy, it was identified that there was an overriding need for an individual with strong leadership, combined with a track record of delivering complex projects. This person would be charged with recovering the projects and completing the programme as well as the general management of a 50 strong IT team.

Working closely with Home Group, NRG was able to design a bespoke recruitment process which included the management of a local advertising campaign, targeted search and psychometric testing. Following initial long-list interviews, a strong shortlist was finalized in close collaboration with Home Group. After a final stage of panel interview and presentation, a successful appointment was made in the form of Keith Woolley.

Keith brings with him over 10 years of IT management experience and an enviable track record of delivering major projects.

Parkdean Holidays

Parkdean Holidays Ltd.
Appointment: Senior IT Manager

Parkdean Holidays plc has continued to strengthen its management team with the appointment of John Tighe as Senior IT Manager. Last year's winner of 'Company of the Year' at the Tyneside and Northumberland business awards, Parkdean Holidays is going from strength to strength. This appointment will ensure that technology and the use of IT is a contributing factor to its continued success.

John, an ex-pat Geordie returns to the area after working in the South of England for over 10 years. John will be responsible for the overall strategic direction of IT within Parkdean as well as the day to day management of a busy IT department.



To find out more visit www.nrgplc.com




NRGCONNECT

wins DTI Employment Tribunal Lay Member Recruitment Campaign.

AN EXCITING CHALLENGE LIES AHEAD FOR THE NRG CONNECT TEAM DURING 2005, WITH THE NEWS THAT FOLLOWING A COMPETITIVE TENDER PROCESS, NRG CONNECT HAS WON THE CONTRACT FOR THE RECRUITMENT OF EMPLOYMENT TRIBUNAL LAY MEMBERS, FOR APPOINTMENT BY THE DTI.

The contract will see 377 appointments throughout the UK by October, but this is just the tip of the iceberg. To get to this point the project team will carry out a high degree of pro-active work amongst employers and member organisations to generate awareness. A national multi-media advertising campaign will further support applications. It is critical to the success of the campaign to ensure all potential candidates have the broadest range of experience related to employment issues, as well as come from the broadest range of backgrounds to ensure balanced representation.

The team envisage getting through around 10,000 applications, then from these, around 5,000 individual application competency sifts. Around 1200 will be taken to final panel interview, which the project team will have sourced and compiled from existing Regional Chairs, Lay Members and DTI staff. Logistically a tough challenge, NRG's experienced project management team are well prepared.

<p>Can you see an argument from both sides?</p>	<p>Lay Members – Employment Tribunals Part time positions throughout the UK</p> <p>The DTI is looking to appoint Lay Members from a wide variety of backgrounds, who will bring up to date experience, knowledge and understanding of the workplace to an EEC employment Tribunal. It is important that applicants are drawn from all sectors of industry and public bodies.</p> <p>Employees may bring a claim to an employment tribunal on a wide range of issues including unfair dismissal and discrimination, on the grounds of gender, race, disability, sexual orientation, religion or belief.</p> <p>Perhaps you are or have recently been a trade union officer or similar representative or you may be or have recently been a manager with employment relations responsibilities. No prior legal knowledge is necessary as training will be given, however an understanding of workplace norms is essential.</p> <p>A minimum commitment of 15 days per year plus up to 4 training days in the first year with the ability to sit for 2 or more consecutive days is necessary. Applicants who can commit to more than the minimum requirement and for lengthy periods are also needed. Your employer is obliged to allow you unpaid leave up to the minimum required, if you are selected. You will receive a fee and reasonable travelling expenses for each sitting.</p> <p>Lay Members are under-represented by small business managers and employees, Welsh speakers, women, ethnic groups and disabled people. We therefore encourage applications from all regardless of gender, age, race, disability, sexuality orientation, religion or belief.</p> <p>If you are interested in applying you must be a United Kingdom National, Commonwealth citizen or National of the European Economic Area (EEA). You must also have been born on or after 25th October 1938.</p> <p>You can obtain further details and apply online at www.nrgplc.com/tribunals or telephone 0845 601 2770.</p> <p>Lines are open between the hours of 8am and 8pm Monday to Friday, 9am to 2pm Saturday until Thursday 24th March after which time you can apply online. Completed application forms must be received by 4pm (BST) on Friday 1st April 2005.</p>	<p>Can you see an argument from both sides?</p>
<p>    </p> <p>www.nrgplc.com/tribunals</p>		

NRG TEES VALLEY Pa

NRG Personal Assistants' Forum



DECEMBER SAW THE LAUNCH OF A NEW INITIATIVE - NRG TEES VALLEY PA FORUM.

As major regeneration plans for Tees Valley area bring in more big business, the demand for top PAs and secretaries is set to become greater than ever. Tees Valley City Manager Michelle Gaff said "The aim of the Forum is to give PAs and Secretaries, who often talk by telephone but rarely meet, the opportunity to get to know one another, to share experiences and to pick up career tips.

The life of the personal assistant or PA is varied, challenging and about being a Jack, though more usually, a Jill of all trades. As the right hand person for the region's Managing Directors, Chief Executives, Chairmen and Politicians, they wield more power than even they sometimes realise. PAs actually hold the key to their boss's diary and have their finger over the transfer call button on the telephone.

It's their mouse that chooses whether or not your e-mail gets forwarded and their priority rating that decides the fate of your letter.

Sue Enderwick and Juliet Lawson (pictured), PAs to two of the region's most high profile men - Middlesbrough Mayor Ray Mallon and David Kelly, Managing Director of Newquest (North East) - spoke about their careers and how they operate. Both Juliet and Sue have worked their way through the ranks, and they're keen to encourage fellow PAs and secretaries to aim high. Michelle Gaff says, "Good PAs are in demand at the moment from companies already in the TeesValley and with the continued investment in the area we anticipate further demand for high caliber support staff. All our consultants are trained to help and develop candidates to achieve their goals and continue their career progression".

For information on future events, please contact Michelle Gaff on 01642 626350.

STOP PRESS...STOP PRESS...

AFTER THE SUCCESSFUL DELIVERY OF SOME 30 REGIONAL DEVELOPMENT AGENCY BOARD MEMBERS THROUGHOUT ENGLAND LAST YEAR, NRG HAVE BEEN RETAINED TO RECRUIT FURTHER BOARD MEMBERS THIS YEAR IN A NUMBER OF REGIONS, INCLUDING THE WEST MIDLANDS, EAST MIDLANDS, NORTH EAST AND THE SOUTH WEST.

STOP PRESS...STOP PRESS...

NEPO choose NRG Group FOR TEMPORARY STAFF

NEPO IS A PURCHASING CONSORTIUM OF TWENTY-FOUR LOCAL AUTHORITIES LOCATED IN THE NORTH EAST OF ENGLAND. LOCAL AUTHORITIES HAVE AN ONGOING REQUIREMENT FOR TEMPORARY STAFF IN ORDER TO DELIVER HIGH QUALITY SERVICES TO THEIR COMMUNITIES AND THE TOTAL EXPENDITURE EACH YEAR IS SIGNIFICANT.

NEPO has recently conducted a major tendering exercise which is aimed at ensuring that the joint buying power of the member councils is effectively deployed for requisition of temporary staff. Savings of many millions of pounds are expected each year through implementation of the framework. An intrinsic part of the exercise was to review the experience and track record of the suppliers to establish that only high quality service providers were appointed thereby delivering Best Value to all member councils.

NRG Group already delivers services to many councils across the North East and indeed in Yorkshire and Scotland. We were therefore well placed to be selected as a framework supplier. Almost every department within NRG Group will be involved. The categories of staff we will provide include Accountancy and Finance, IT, Admin and Secretarial, Hospitality and Cleaning as well as Highways and Construction.

To find out more visit www.nrgplc.com

NRGPRACTICAL HUMAN RESOURCES

STOP PRESS...STOP PRESS

EDUCATION... SCHOOLS...

NRG City are now supplying local High Schools with temporary secretarial and admin staff. Our success in this new sector was due mainly to our knowledge and experience of supplying the local universities and colleges with similar support staff.

STOP PRESS...STOP PRESS

Assessment Event Activities

LESLEY SIMPSON HAS BEEN BUSY DESIGNING AND DELIVERING A NUMBER OF BESPOKE ASSESSMENT EVENTS OVER THE PAST COUPLE OF MONTHS WHICH HAS SUCCESSFULLY LED TO A NUMBER OF HIGH PROFILE APPOINTMENTS.

Some of the most interesting and challenging include:

- A One North East Board appointment, Director of Regeneration & Tourism - John Holmes, formerly at Newcastle Great Park
- ASPIRE Chief Executive appointment - Deborah Carrington formerly Hartlepool Council
- NHS (NES) Director of Finance and Performance appointment - Caroline Lamb
- Easington District Council the appointment of the Director of Regeneration Richard Prisk and Director of Community Services - Oliver Sharatt

Lesley and her team of Associates are currently working with Newcastle University Business School and The Northern Way on further exciting appointments and have recently provided Psychometric services to the Health & Safety Executive for the recruitment of a number of Nuclear Scientists, which is an on-going assignment.

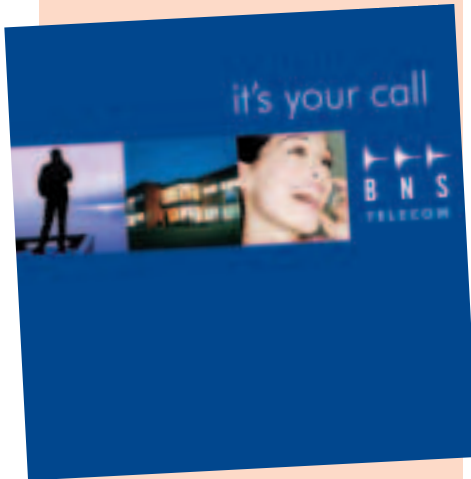
A recent key successful appointment was that of Matt Gillard who relocated to the North East to take up his post as Training & Development Manager at Technology Services Group.

Lesley has expanded her team, now with three consultants, two focusing primarily on HR & Development recruitment: The HR team are all CIPD qualified, specialist HR recruiters with a wealth of recruitment experience.

To find out more visit www.nrgplc.com

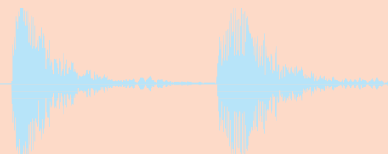


Good call



NRG WERE DELIGHTED TO ASSIST BNS TELECOM WITH THE RECENT APPOINTMENT OF THEIR FINANCE DIRECTOR, DAVID HORROCKS. BNS TELECOM IS ONE OF THE LARGEST INDEPENDENT TELECOMMUNICATIONS COMPANIES IN THE UK AND HAS ENJOYED EXPONENTIAL GROWTH IN THE PAST THREE YEARS. THIS NEW ADDITION TO THE BOARD WILL HELP ENSURE THEIR CONTINUED SUCCESS.

Garry Moat, Managing Director of BNS commented, "We are very pleased to welcome David to the board at an exciting stage of the company's development. Mike Rowland at NRG provided a highly professional and discreet service, this ultimately gave us a selection headache which is a fantastic issue to have at this high level!"



NRG Industrial Resourcing are Flying High with AS&T

NRG INDUSTRIAL RESOURCING IS CURRENTLY SUPPORTING AEROSPACE SYSTEMS AND TECHNOLOGY (2000) LTD WITH THE RECRUITMENT OF A TEMPORARY FLEXIBLE WORKFORCE.



AS&T has a comprehensive range of design and manufacturing facilities, covering areas such as aircraft structures, long bed component manufacture and wide-ranging finishing processes. In addition, AS&T manufacture unique Ice Protection systems for business jets, freight carriers and 'general aviation' aircraft. The performance of their products has resulted in a constantly growing order book. This growth has driven the requirement for a temporary workforce that is both skilful and reliable to complement a top class permanent workforce. Introducing NRG's Industrial Resourcing services has allowed AS&T to quickly boost productivity, increase workforce flexibility and allow them to meet challenging customer demands. The key challenge is for NRG to introduce a constant supply of high calibre candidates that could integrate quickly and work with AS&T's standard operating procedures.

AS&T have not previously used temporary workforce solutions, hence the permanent workforce were initially somewhat sceptical regarding temporary workers' ability to meet high quality standards - it is early days, but performance feedback is more than encouraging, with output improving every day. NRG have worked with the region's major employers and as a result were able to bring industry Best Practice to AS&T. This approach allowed their management team to focus on business demands whilst NRG worked on integrating the temporary workforce. In addition to manufacturing staff, NRG have supplied professional appointments such as Buyers, Quality Engineers and a Materials Controller to support the AS&T change programme.

Andy Bailey, Head of Business for Ice Protection said, "We intend to remain the market leader in Ice Protection systems. To achieve this, we need to continue to deliver quality products, against a growing order book. NRG have provided a well-managed, well-executed plan to provide high calibre staff that has helped us to achieve our objectives."

**NRG Industrial Resourcing
Sarah France - Regional Manager**



FOLLOWING THE RECENT OPENING OF RAC FINANCIAL SERVICES CONTACT CENTRE IN DARLINGTON, NRG HAVE PLAYED AN IMPORTANT ROLE IN

SUPPORTING THE ONGOING EXPANSION OF THE SITE. THE RECENTLY OPENED NRG CALL CENTRE SOLUTIONS DIVISION IN TEES VALLEY ARE PROVIDING A BESPOKE RECRUITMENT SERVICE FOR THE SUPPLY OF CUSTOMER SERVICE AGENTS. THE RECRUITMENT PROCESS HAS BEEN DESIGNED TO INTEGRATE THE CORE VALUES OF RAC INTO THE SELECTION PROCEDURE WHICH IS PROVING HIGHLY EFFECTIVE.

Charlie Gibbs, HR Manager for the site in Darlington said "The NRG support has helped us integrate RAC's own values into the selection procedure and enabled us to refine the way we search for new colleagues".

Simon Pickering, Business Manager for Tees Valley added, "We are delighted to be offered this opportunity to provide RAC with assistance for the Darlington site and demonstrates the continued strengthening of the NRG brand in Tees Valley".

NRG CITY

NRG CITY HAS JUST CELEBRATED ITS FOURTH BIRTHDAY AND LIKE MOST FOUR YEAR OLDS IT IS STRIDING OUT WITH MORE AND MORE CONFIDENCE. AN ONGOING SUCCESS STORY, THE DIVERSITY OF CITY DIVISION IS EVIDENCED BY THE VARIETY OF CLIENTS AND POSITIONS THEY DEAL WITH.

Let's look at some of those success stories!

Essentia..... asked the team to deal with three crucial appointments. NRG City responded with their usual professionalism and 3 weeks later offer letters were in the post.

Go Ahead..... When one of our neighbours on Grey Street appointed a new CEO. NRG City again matched all his requirements. Recruiting a top level PA who also spoke fluent French.

Northumberland Cricket Club..... Following a fabulous sponsored Charity Ball at the Cricket Club, NRG City successfully recruited a Marketing Professional who is now encouraging all those disappointed footie fans to start supporting our local CC.

Sage..... NRG City have been working with Sage plc supplying them with a variety of temporary and permanent employees. Initially this began with Melanie Bolton placing 8 people in permanent Telesales Executive Roles. Since then Sage have utilized NRG City to assist with

administrative, secretarial, receptionist, customer service based and HR roles. The relationship has grown due to constant client development. Regular review meetings ensure that information is kept up to date on both sides. NRG City have been able to offer a tailored service to Sage, offering advice to individual line managers with regards to all recruitment issues and ensuring a very quick turn-around with all roles.

TSG..... called on NRG City's expertise to recruit their high quality front of house staff to match the impressive new office.

This was achieved by meeting with the managers of TSG to gain a thorough understanding of the new environment as well as the role. We then successfully placed 3 receptionists with TSG leading into several more temp. and perm. opportunities within the business. As TSG continue to grow, NRG City continue to successfully match



candidates to roles by understanding the continuous changing market that TSG is operating in.

One NorthEast..... One NorthEast, the regional development agency, have undergone huge development themselves recently. Large amounts of internal promotions have led to NRG winning a tender to work on up to 20 permanent roles.

These have encompassed administrative, secretarial, receptionist and finance roles. This has also led to an influx of temporary roles.

Several meetings onsite with ONE have ensured that line managers, HR representatives and NRG contacts have been thoroughly briefed with regards to requirements and essential criteria.

Successful assessment centres have led to several permanent placements already.

Weight Watchers..... NRG City provided a tailored recruitment solution by short listing candidates and ensuring that all candidates then completed McQuaig profiles. This ensured Weight Watchers gained a thorough understanding of the candidates prior to meeting with them.

The Arts Council..... approached NRG City when they needed secondment cover for an Administrator receptionist. City got it right first time.

Newsletter..... Every month we provide a 'Temps Monthly Newsletter' which includes useful information and important updates. In January's newsletter, we have asked candidates to provide us with romantic stories. The winner, chosen by the NRG City Team, won a romantic valentines meal for two.

INTERNAL INVESTMENT

NRG HAS INVESTED IN A MAJOR TRAINING AND DEVELOPMENT PROGRAMME FOR ALL CONSULTANTS AND MANAGERS. THE GROUP HAVE ENGAGED THE SERVICES OF NORTH EAST BASED TRAINING & DEVELOPMENT EXPERTS, HODSON ASSOCIATES, WHO WITH OVER 21 YEARS EXPERIENCE, HAVE BEEN ASKED TO DESIGN AND PRESENT A STRUCTURED PROFESSIONAL DEVELOPMENT PROGRAMME. THE PROGRAMME WILL DEVELOP THE EXISTING TALENT IN THE GROUP, ENGAGING NEW RECRUITS, EXPERIENCED CONSULTANTS AND SENIOR MANAGERS TO PROMOTE THE BUSINESS VALUES IN A CONSULTATIVE APPROACH TO FINDING DIFFERENTIATED SOLUTIONS FOR CLIENTS.

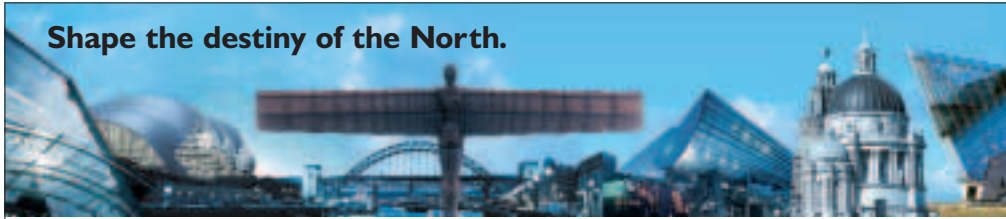
Following the conclusion of the first programme in November 2004, Tony Hodson, who designed and delivered the programme said - "It is particularly rewarding and challenging to work with a group of professional people who are so clear on their objectives and really willing and enthusiastic to develop themselves further".

To find out more visit www.nrgplc.com

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The Northern Way

Shape the destiny of the North.



The Northern Way Growth Strategy

The Northern Way is the beginning of a new exciting era of collaboration between the three regions of the North of England. There is substantial government backing for an ambitious agenda to unlock the potential for faster economic growth and bridge the £29 billion output gap between the North of England and the rest of the UK. The new Northern Way Growth Strategy team will be based in the North East and work with partners and stakeholders throughout the Northern Region and central government. The Northern Way Growth Strategy has been developed through the Steering Group and its partners. Working with the 3 Regional Development Agencies (One NorthEast, Yorkshire Forward and the North West Regional Development Agency), the task at hand is the assessment, implementation and coordination of the delivery of these programmes in partnership with a range of stakeholders.

Director – The Northern Way Package circa £100,000

This key position will effectively lead, coordinate and influence a small team which will coordinate the delivery of the Northern Way action programmes, based around ten defined work streams and eight city regional development programmes. With an initial £100 million investment fund you will develop the business plan and strategy designed to deliver faster economic growth. Working in partnership with and influencing senior people in both central government and at the regional level, will be key to success.

Candidates must have top level strategic development and project management skills combined with evidence of successful partnership working in the public or public/private partnership arena with a wide range of project deliverables. You will be able to demonstrate creative thinking and a strong commitment to achieving results. You will be an effective communicator, determined yet diplomatic in style, team focused, highly persuasive with high levels of political awareness.

Closing Date 26th November 2004
Assessments week commencing 13th December 2004

Secondments will be considered.
All posts are initially temporary to March 2008.
For a full briefing on this opportunity please visit www.nrgplc.com/northernway
To apply, please send a CV with current remuneration details to Lorna Moran, NRG Group, Lloyds Court, 56 Grey Street, Newcastle upon Tyne NE1 6AH. Email northernway@nrgplc.com
Telephone: 0191 260 4412.

Programme Manager Package circa £60,000

Key to the delivery of the Northern Way is an exceptional programme manager capable of developing, implementing and monitoring a wide range of complex projects to both time and budget in partnership with stakeholders. Programme assessment and delivery of the core strategic initiatives will demand considerable influencing skills combined with effective priority management.

You will need an exemplary track record in large scale programme and project delivery within the economic regeneration arena where collaborative working has produced results. Attention to detail combined with strong analytical skills are essential. Candidates should have management level experience of a similar role with a broad range of operational/delivery responsibilities with well developed communication skills and high levels of resilience and determination.

Closing Date 3rd December 2004
Assessments week commencing 3rd January 2005

Policy Manager Package circa £50,000

The policy manager will act as the key inter-face in influencing national, regional and local government policy. You will develop and maintain strong links with government to promote the status of the North as a cohesive region and champion the case for major economic regeneration programmes.

Candidates will already have extensive experience of influencing policy decisions through established networks. You will be adept at the provision of senior level policy advice and coordinating and communication of policy. Well crafted speech writing skills are essential. Personally you will be able to influence and persuade at senior levels and feel comfortable in that environment. You will be diplomatic yet determined.

Closing Date 3rd December 2004
Assessments week commencing 3rd January 2005



NRG HAS PLACED VINCE TAYLOR TO THE NEWLY CREATED POST OF DIRECTOR OF IMPLEMENTATION FOR THIS AMBITIOUS PROJECT. THIS APPOINTMENT REPRESENTS A KEY DEVELOPMENT IN THE NORTHERN WAY, A GROUND BREAKING VISION LAUNCHED LAST AUTUMN BY THE THREE REGIONAL DEVELOPMENT AGENCIES, ONE, YORKSHIRE FORWARD AND NORTH WEST REGIONAL DEVELOPMENT AGENCY AND THEIR PARTNERS TO BOOST THE ECONOMIC AND SOCIAL PROSPERITY OF THE NORTH. VINCE ORIGINATES FROM NEWCASTLE AND HAS A WEALTH OF EXPERIENCE IN THE PUBLIC AND PRIVATE SECTORS, MOST RECENTLY AS DIRECTOR OF THE SHEFFIELD FIRST PARTNERSHIP. THE SECRETARIAT FOR THE NORTHERN WAY IS BASED IN THE NORTH EAST.

A BUILDING SOCIETY THAT BANKS ON US



NRG CALL CENTRE SOLUTIONS STARTED WORKING WITH NEWCASTLE BUILDING SOCIETY IN AUGUST 2004 INITIALLY ON A SPECIAL PROJECT BASIS TO RECRUIT A TEAM TO UNDERTAKE VOLUME PROCESSING WORK. NRG DESIGNED A SPECIFIC ADVERTISING CAMPAIGN AND RECRUITMENT PROCESS IN PARTNERSHIP WITH NBS AND MANAGED THE HIGH VOLUME OF CANDIDATES' APPLICATIONS.

By using a bespoke selection process NRG not only recruited the required number of staff on time to the client, but also to the exacting standards that such a high profile North East company would demand. And, as a result, NRG now also help with the supply of staff for Newcastle Building Society's Branch Network. Recruiting Branch Managers, Mortgage and Customer Advisors, as well as Customer Service Clerks, NRG Call Centre Solutions now works across the entire NBS network covering the North East, Scotland and as far south as Leicester and Nottingham.

2005 is expected to be another busy year for NBS and Michelle Phelps, NRG's dedicated Account Manager, and her team are preparing now for the next Special Project Campaign. Michelle said, "Now is a very exciting time to join Newcastle Building Society. They are a great company to work for and they offer candidates a long term career with an established company".

To find out more visit www.nrgplc.com