

FROM REACTIVE TO STRATEGIC

HOW TALENTHUB TRANSFORMED SIMON'S HOUSING DESK INTO A HIGH-PERFORMING TEAM

TalentHub
INTERNATIONAL

CHALLENGE

Simon was running an entire housing recruitment desk alone. Resourcing, ads, candidate generation, screening, compliance, prep — every task sat on his shoulders. The workload left him stuck in reactive mode, unable to pipeline or build new client relationships. Even as demand increased, Simon could only work one job at a time, and the strain threatened both growth and consistency.

“I was having to do everything on my own... every hour of the day was being taken over.”

He didn't just need help, he needed a team that could match his judgement, pace, and sector expectations.

THE *impact*

TalentHub helped Simon shift from overworked to fully in control and able to transform from a one-man band into a high-performing team and moving him from reactive delivery to strategic growth.

With a trusted offshore team behind him, he now operates with confidence, scale, and clarity... and his clients feel the difference.

APPROACH

TalentHub began by understanding the realities of housing recruitment: behavioural complexity, fast turnarounds, and clients who expect integrity. Rather than simply adding resourcers, they built a people-first offshore solution aligned to Simon's style and sector needs.

Jo handpicked two South Africa-based resourcers, Gerald and Pam, chosen for mindset, curiosity, behavioural interviewing potential, and alignment with Simon's approach. They were trained in housing structures, candidate motivations, red flags, and Simon's full end-to-end process.

The goal was not just to lighten Simon's workload but to elevate delivery quality.



SOLUTION

Gerald and Pam quickly became a seamless extension of Simon's workflow, taking ownership of sourcing, advert responses, behavioural interviews, candidate preparation, and producing consistently high-quality shortlists. Trained to mirror Simon's standards, they delivered a unified experience for clients and candidates, with clear alignment on what "great" looked like.

“There's one client where I don't even review the candidates anymore. I trust their judgement completely.”

Results were visible within weeks. Vacancy coverage rose to 80–85%, they expanded into new housing niches, and their interviewing became so strong that Simon no longer needed to review candidates for certain clients.

RESULTS

TalentHub unlocked strategic, operational, and commercial gains for Simon.

With two capable offshore recruiters supporting him, he now operates like a fully staffed desk and can run multiple jobs at once, dramatically increasing output. The additional capacity allowed him to focus on business development, leading to new clients, new revenue, and the biggest quarter of his career.

Meanwhile, Gerald and Pam evolved into multidimensional contributors who add value far beyond task execution.

“They've grown in confidence, picked up new sectors, and added value from day one.”

