

Candidate Guide

Your Future, Built with Xperience



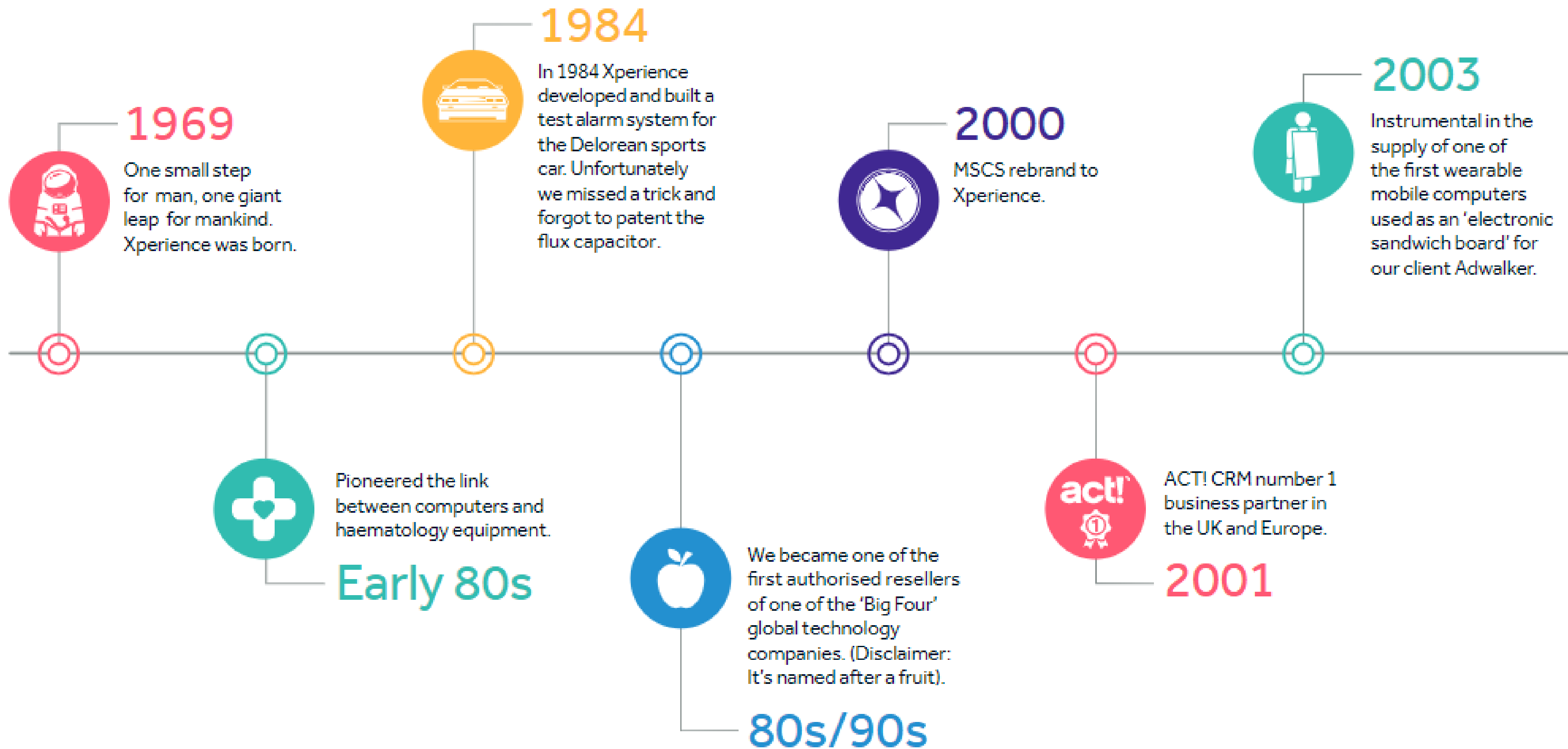
Who we are

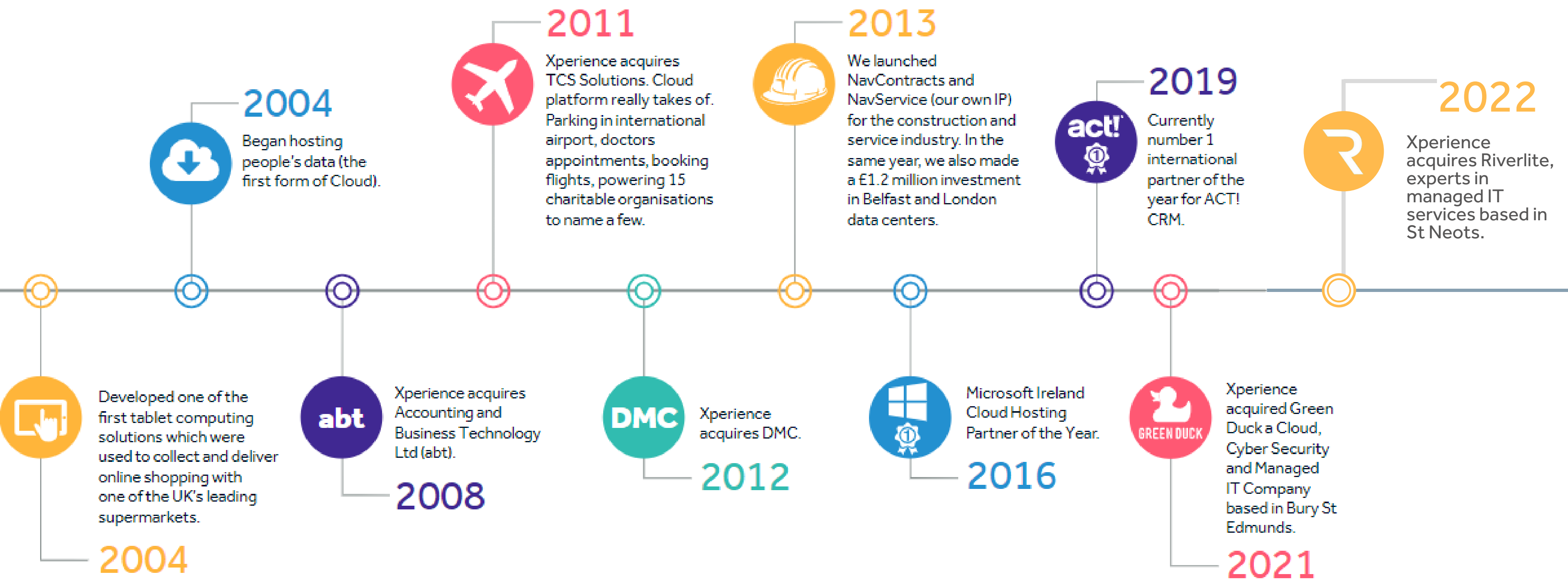
At Xperience, we drive business efficiency through digital transformation.

For over fifty years, we have focused on the needs of our clients, developing innovative solutions that deliver real results. Today our focus is the same, putting our people, clients and technology at the heart of everything we do.

That's why we've got over 1,100 clients who are more efficient, more productive and more profitable just because they work with us. And, it's why 95% of our clients say they would recommend us. But, really it's our people that make the difference at Xperience. They have the expertise and ambition to collaborate with our clients to guide them towards the optimum solution.







Our Solutions



CYBER SECURITY

Prepare, protect, detect and recover with our advanced Cyber Security Solutions.

ERP

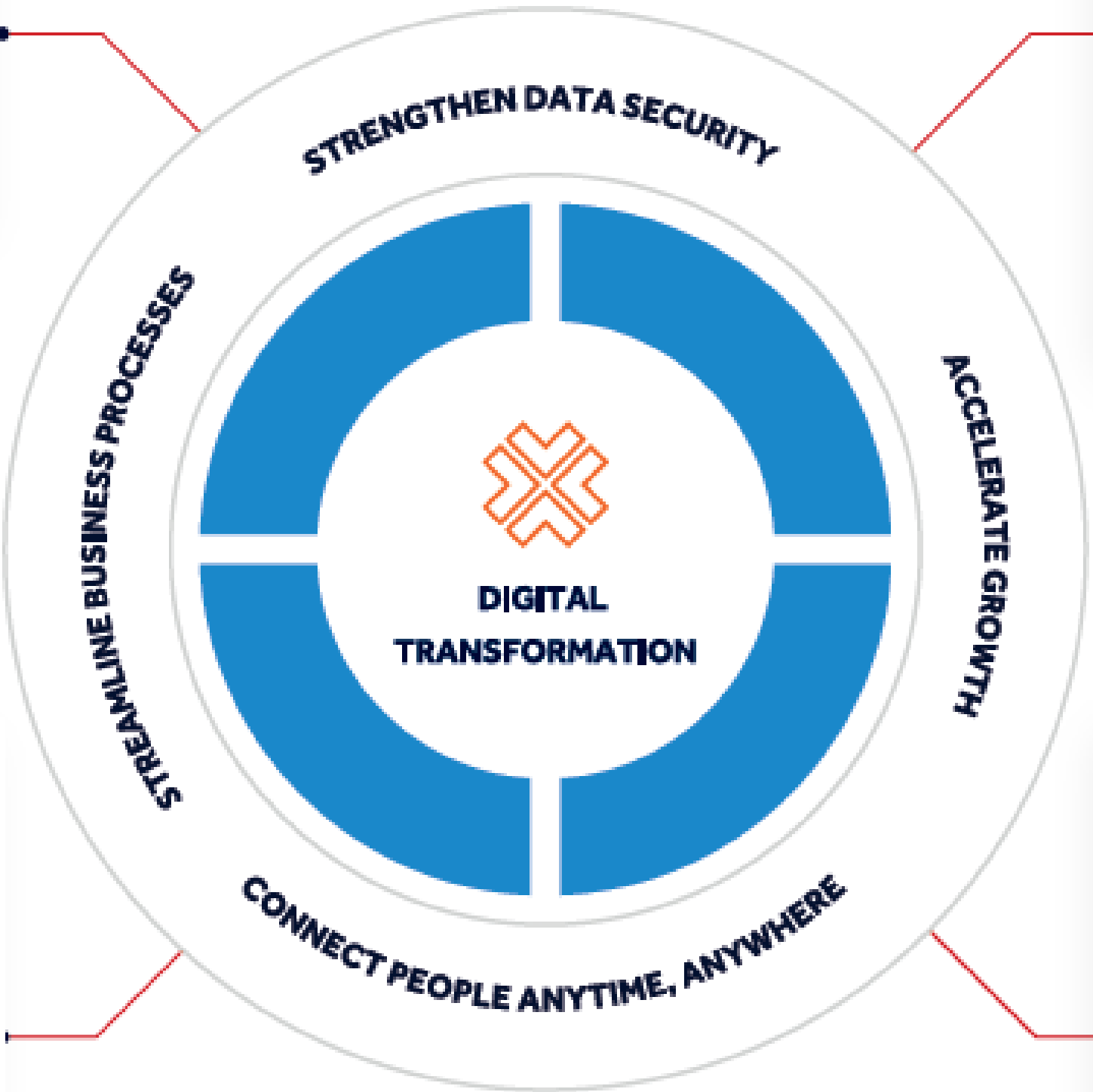
Grow beyond the limits of what's possible. We help our clients drive better decision making, greater efficiencies and an excellent customer experience.

CLOUD AND IT SERVICES

Whether you're going for IT Services, private or hybrid cloud, our experts will develop the right IT infrastructure to make you more productive, agile, resilient, accessible and secure.

CRM

Achieve growth by promoting collaboration, enhancing productivity, optimising sales and increasing customer engagement by working smarter.



Why Us



Experienced Team
Average Service
8.25 yrs

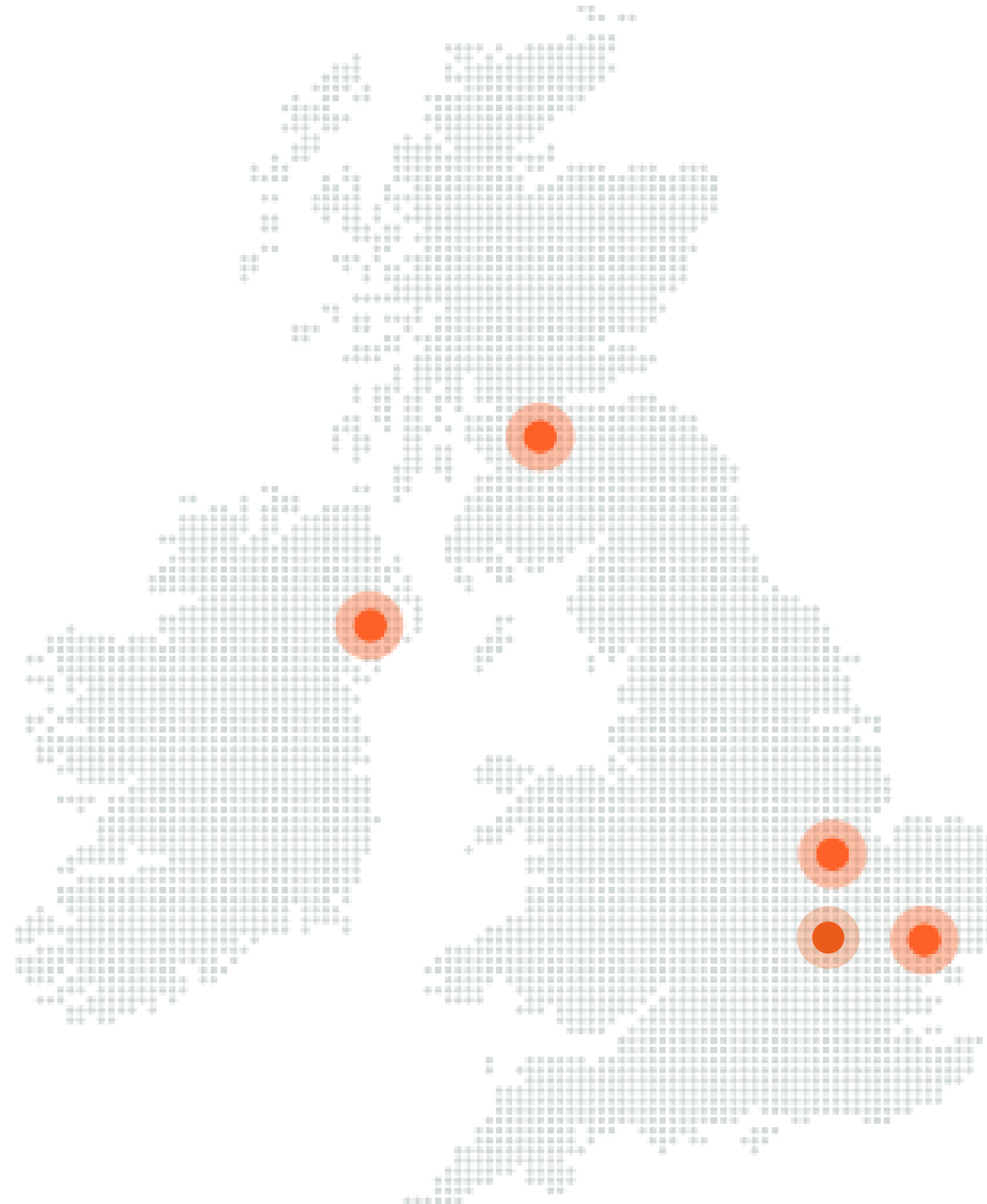
Manage and streamline
1,000s
processes everyday.

1,100+
Clients

We help over
c.,50,000
employees work smarter
every year.

5
office locations
throughout the UK.

+170
Highly experienced
employees



Our Personality

Our personality is driven by our heritage and people and it's what makes the core difference at Xperience.

We are open and honest, we listen to ideas, we are approachable, we have a can-do attitude and we like a laugh... actually we laugh and work hard with equal measure. We are a humble bunch that don't like to shout about our achievements but we have the confidence to say, we are great at what we do. We are also committed to our communities, always keen to improve the lives of others, helping create the right environment to enable success.



Our Employees



"It was the Account Manager role that really attracted me to Xperience, and I also liked the idea of working for a smaller company. Having worked here for over 10 years now, I have to say that my favourite thing about Xperience is the people – the team I work with are fantastic and always there to offer each other support."

**Clare Edgar Client Account Manager,
Lisburn, 12 years**

"Xperience is always striving to move forward for its employees, whether that's by increasing benefits or putting on more activities for staff. I love the sense of achievement I get when I hit my targets – it's rewarding to see hard work pay off!"

**Michael Austin, Client Account
Manager, Peterborough, 14 years**

"I started with Xperience through the apprenticeship scheme, which I applied for after graduating college. I absolutely love what I do, and Xperience supports me to do just that! There are constantly new challenges to face and problems to solve, so the job definitely never gets tedious, and I get to work with some great people."

**Andrew Smith, IT/Support
Manager, Peterborough, 22 years**

Our Employees



"I felt comfortable at Xperience straight away: the Managing Director Iain always says hello, everyone gets along really well, and we just have a laugh with each other. I like that I have the freedom to manage my own workload, and there is good work-life balance. On the business side, we're always kept up to date with how the company is performing and I feel like I'm part of a stable organisation. On the social side, Xperience puts on lots of cool company events and activities to get involved in!"

**Ashlee Teeson, CRM Support Analyst,
Peterborough, 4 years**

"I was really glad that Xperience allowed me the opportunity to change industry, as I didn't have any previous experience within the IT market. Xperience were able to see in my previous career as a Strategic Account Manager the skills I had developed were very transferable and in line with their core values for client focus and relationship building, and it has been amazing working with the whole team to help me build my IT knowledge and develop key relationships with my clients."

**Michelle Muise, Client Account Manager,
Lisburn, 4 years**



Our Values

Our values reflect how we work individually and collectively. They are a set of guiding principles that shape our culture and community within Xperience to transform the relationships we build with our clients in a meaningful way. Our people are the core of who we are.

From trusted expertise to emerging talent, Xperience people instinctively bring fresh game changing views to the table that consistently add value to our clients.



Integrity

We believe stronger and longer relationships are forged when they are built on integrity, trust and respect.



Success

Being successful is based on creating the right environment in which everyone has a role to play and every role matters.



Collaboration

We are one team, working to one goal. When we work together great things happen.



Ambition

We are ambitious, pushing boundaries and adding value in everything we do for our employees and customers,

Our Recruitment Process

Job Adverts

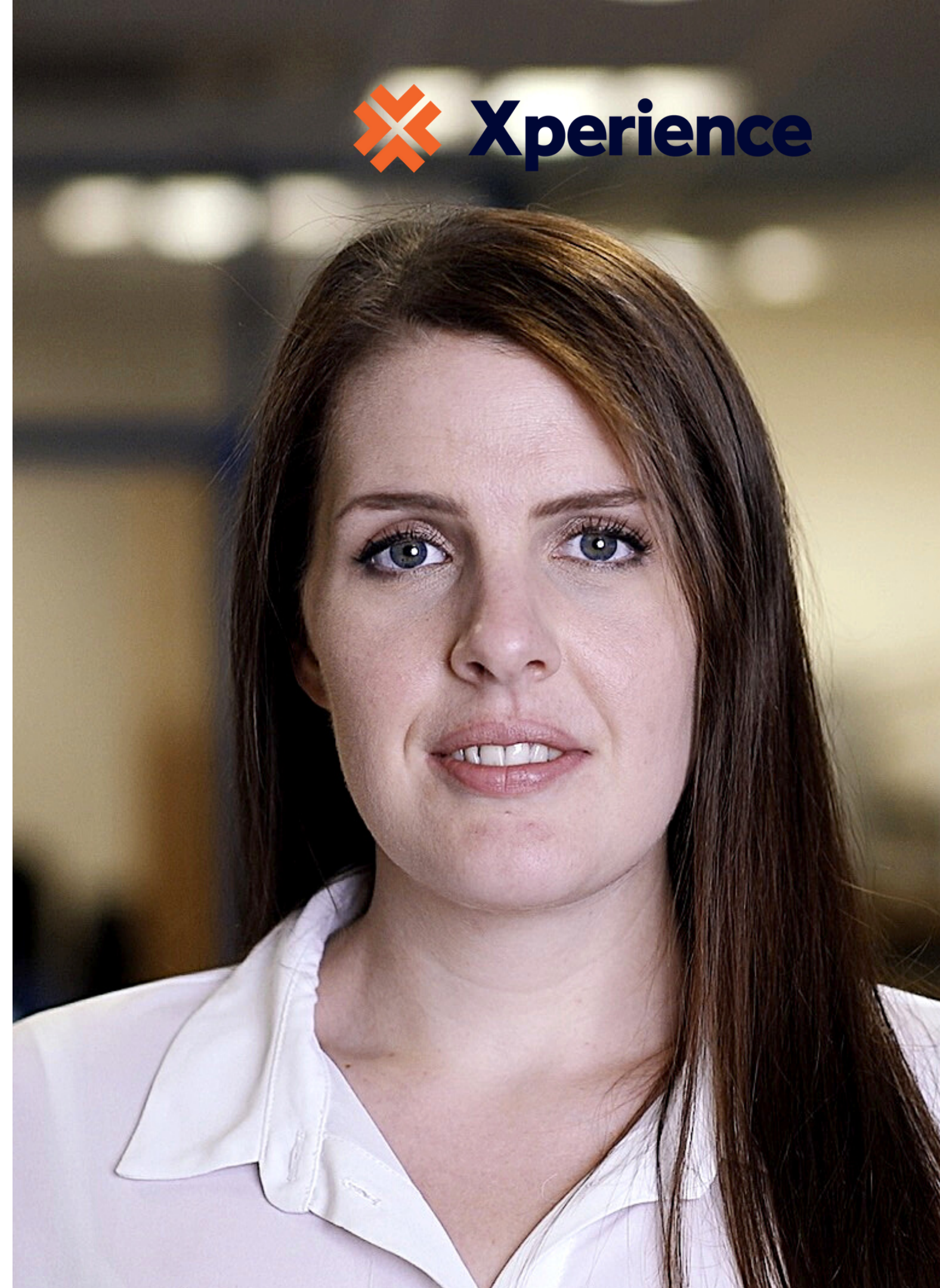
Current vacancies will be advertised on our website, as well as on job search sites such as Glassdoor/Indeed. The Role Profile outlines the key duties of the job as well as the skills, qualifications, and competencies we are looking for in a successful candidate.

How to Apply

Apply for a current vacancy by applying online via our careers website. Please upload your CV and optional Covering Letter, ensuring that your application is tailored towards the role you are applying for and ensure you highlight your relevant knowledge and skills. The closing date for applications will be clearly stated on the advert but please note, roles may close before the listed closing date when we are in receipt of sufficient applications. To avoid disappointment, we recommend you submit your application as early as possible. When submitting your application, please make sure you have provided up to date contact details so we can get in touch!

Shortlisting

The People Team will review your application and shortlist candidates to progress to the next stage based on how well they meet the essential and desirable criteria set out within the Role Profile. If your application has been shortlisted, you will be contacted by our People Team to arrange the next stage which may be a technical test or an interview. If you have not been successful this time, regretfully your application will be declined, and you will be notified via email.



Our Recruitment Process

Interviews

Interviews may be online via Microsoft Teams or in person at one of our UK offices. They will typically involve a variety of competency-based questions and usually last around one hour. The interview panel will consist of a minimum of two people, including the hiring manager and a member of the People team. Depending on the role you have applied for, there may be multiple interview stages during the recruitment process.

Second stage interviews will sometimes involve a presentation or perhaps meeting other members of the organisation. We will always give you full details of what to expect from the interview so you feel fully prepared. All interviews will be confirmed in writing and candidates are invited to make us aware of any special requirements needed in advance of the interview so we can make the necessary adjustments.

After your interview, the People team will communicate the outcome of your application and will always be happy to give interview feedback if requested.

Offer of Employment

If you have been successful, we will contact you shortly after the interview to make a verbal offer of employment, which will be followed up by an offer letter and contract. Any offer of employment will be conditional on the satisfactory completion of the necessary pre-employment checks, including references and proof of Right to Work in the UK. Once you have accepted the offer, a mutually convenient start date will be agreed upon with you.

***We are an equal opportunities employer and strongly welcome applications from anyone who meets the role requirements, regardless of age, gender, race, disability, religion/belief, sexual orientation, or other personal circumstances.**



Xperience Top Tips for Candidates

- Make sure to visit our website regularly so you don't miss out on a role that's perfect for you!
- We want you to really showcase your skills, so update your CV and tailor it towards the role you are applying for (details of what we are looking for will always be outlined in the Role Profile, so don't forget to take a look!).
- Keep your CV clear and concise (1-2 pages in length) and ensure to proof-read it for spelling/grammar mistakes.
- In order to perform your best at interview, take the time to prepare. Practice answering typical interview questions (the STAR technique is useful to structure your answers) and think of some questions that you want to ask us!
- Plan what you're going to wear to interview and map out your travel route (or set up your IT equipment in a quiet room if the interview is being held virtually). Remember to leave some extra time for unexpected traffic/IT issues.
- During the interview, take your time when answering questions and tie your answers back to your skills and accomplishments. Try to use a variety of different examples throughout the interview (remember, examples don't all have to come from previous jobs, they could be things you do outside of work or whilst studying).
- Most importantly, be yourself! We want to see your personality shine through, and remember it's ok to be nervous, we've all been there! We want to see the best of you, so take your time in answering the questions.

Lisburn

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11 Ferguson Drive, Lisburn,
Co.Antrim,
BT28 2EX
Telephone: 028 9267 7533

Peterborough

Churchill House, Isis Way, Minerva
Business Park, Lynch Wood,
Peterborough,
PE2 6QR
Telephone: 01733 362 120

St Neots

9, Eaton Court Rd, Colmworth Business
Park, Eaton Socon,
Saint Neots
PE19 8ER
Telephone: 01223 911 191

Glasgow

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Nasmyth Avenue,
East Kilbride, Glasgow,
South Lanarkshire, G75 0QU
Telephone: 013 5581 3185

Bury St Edmunds

Technology House,
Western Way,
Bury St Edmunds,
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