

# Candidate Guide

Your future, Built with Xperience.





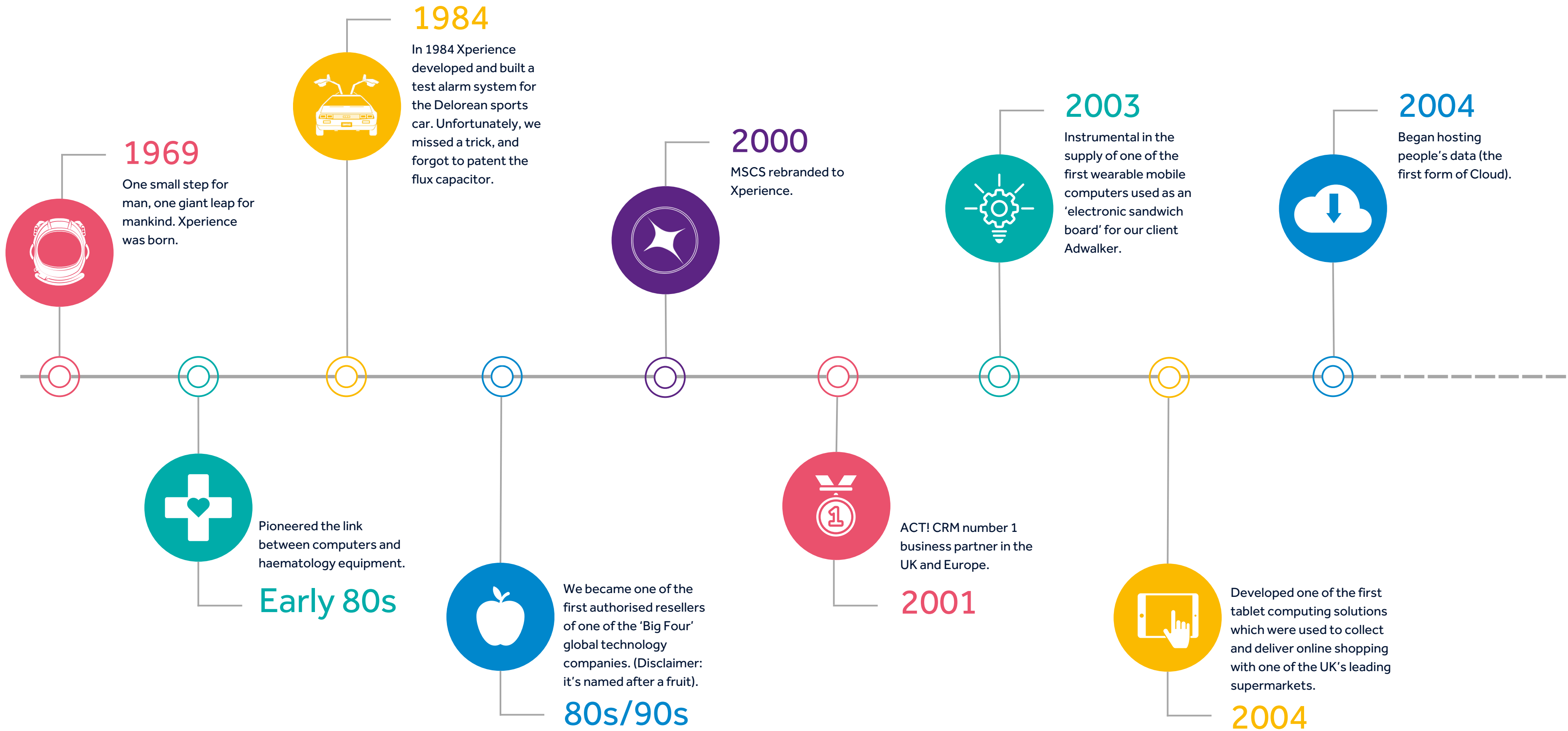
# Who we are

**At Xperience, we drive business efficiency through digital solutions.**

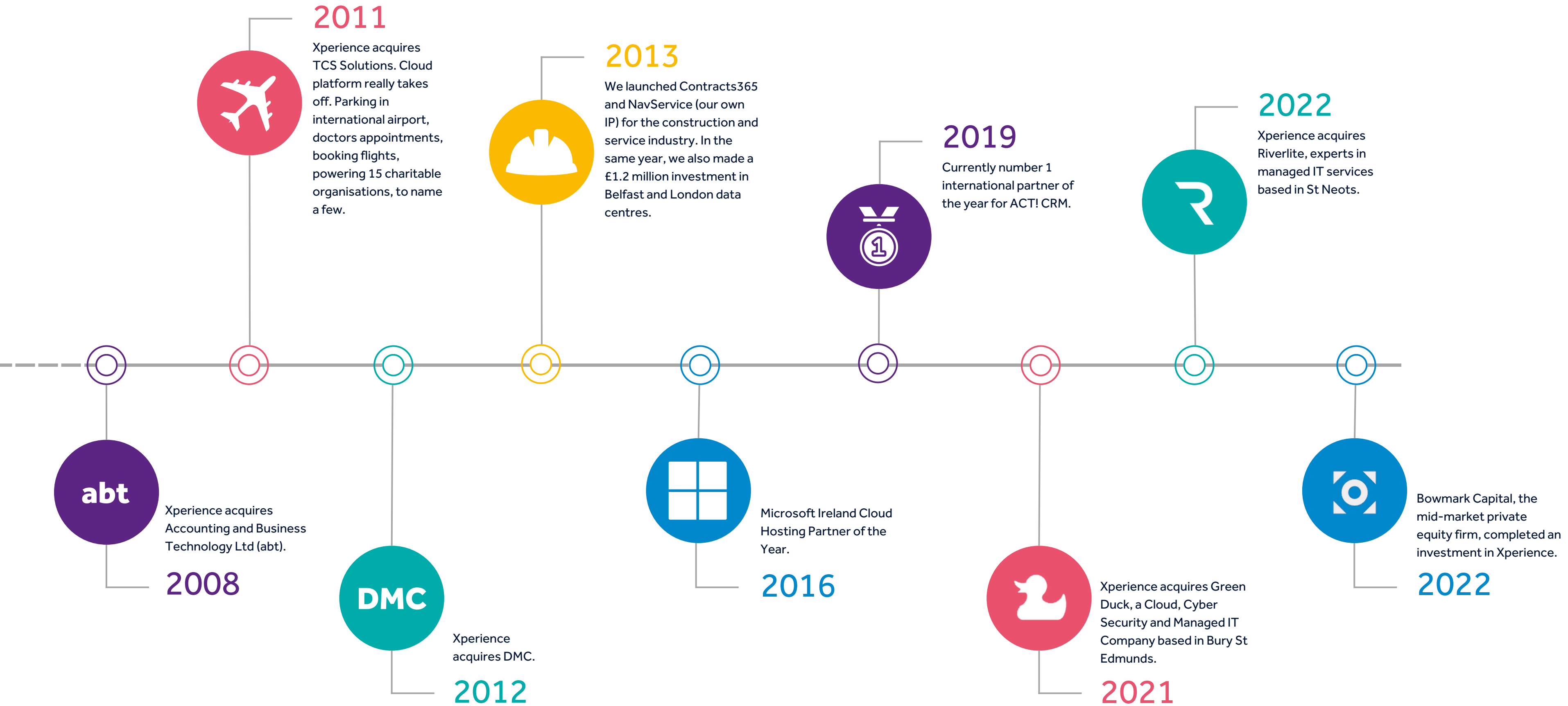
For over fifty years, we have focused on the needs of our clients, developing innovative solutions that deliver real results. Today, our focus is the same: putting our people, clients and technology at the heart of everything we do.

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.



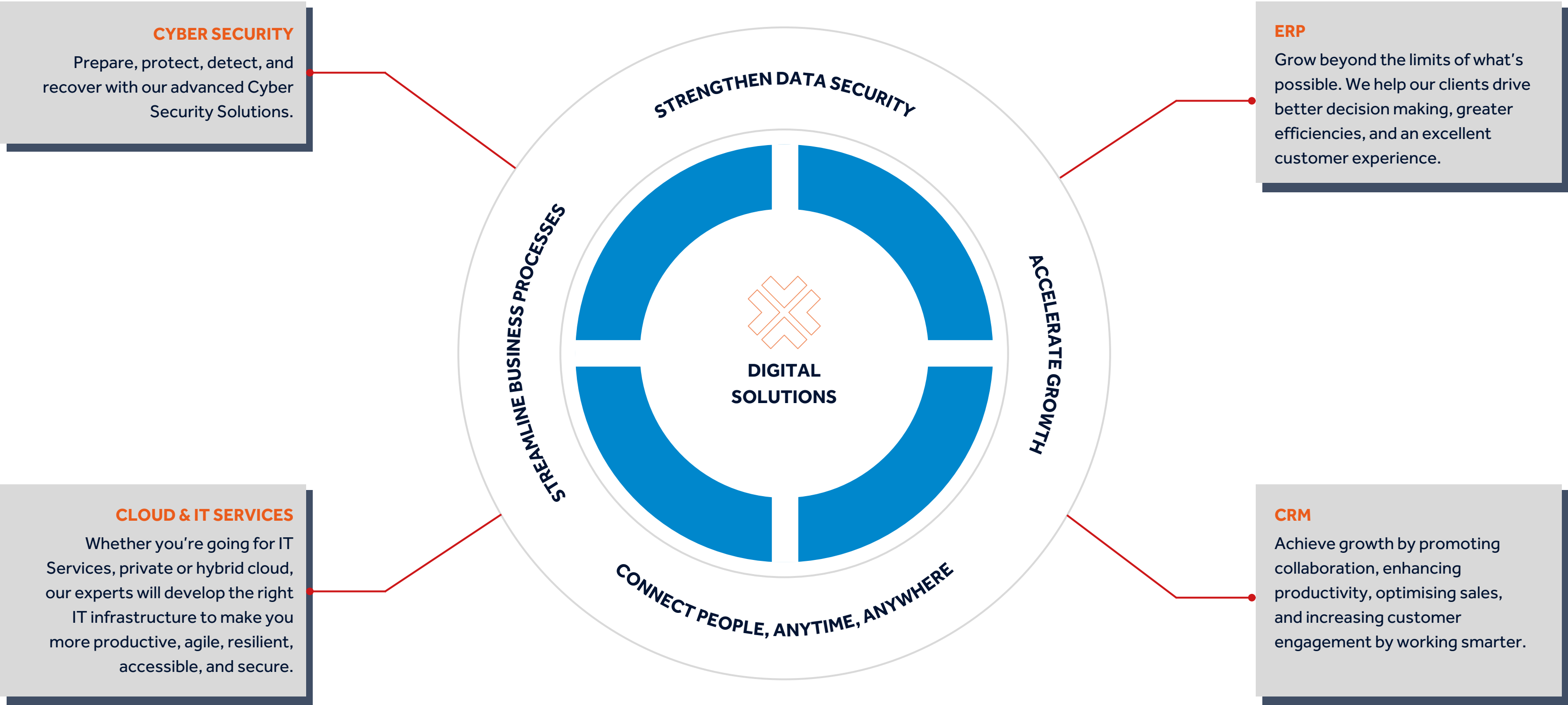








# Our Solutions





# Why us



**8.25yrs**

Experienced Team average  
service



Manage and streamline

**1,000s**

processes everyday.



**+200**

Highly experienced  
employees



We help over

**c.,50,000**

employees work smarter  
every year.



**1,100+**

Clients



# 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."

**Claire Edgar, Senior Account Manager**  
**14+ 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, Key Account Manager**  
**16+ 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, Client Support Director**  
**23+ Years**

"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 a good worklife 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**  
**6+ 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 that 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, Account Manager**  
**6+ 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 and job search sites like Glassdoor, Indeed and LinkedIn. The role profile outlines the key duties of the job as well as the skills, knowledge, qualifications and behaviours we are looking for in a successful candidate.

## How to Apply

You can apply for a current vacancy online via our careers section on our website. Please upload your completed application form in Word format, ensuring that your application is tailored towards the role you are applying for. It's your responsibility, as a candidate, to demonstrate how your knowledge, skills, and experience are relevant to the position you are applying for and how you meet the essential and desirable criteria outlined in the person specification on the role profile.

The application closing date will be clearly stated on the advert, but please note that we reserve the right to close the vacancy before the listed closing date when we receive sufficient applications. Should you wish to apply for a post, you are advised to complete and submit your application as soon as possible to avoid disappointment.

When submitting your application, please make sure you provide your up-to-date contact details so we can get in touch with you.





# Our recruitment process

## Shortlisting

Please submit your application form in Word format without your name on the document. This is so that the Recruitment Team can download and anonymise your application form with your unique applicant reference number before sharing it with the Hiring Manager for anonymous shortlisting.

After an initial review of your application, if you meet the criteria for the role, the next stage of the selection process will be an initial introductory call with a member of the People Team. Please note that for Helpdesk roles, you may also be asked to complete an online technical test to assess your technical capabilities in relation to the position you are applying for.

## Initial Introduction Call with Xperience

This initial phone call with a member of the People Team will last approximately 10-15 minutes in total. This will be your opportunity to tell us what you're looking for from your next role so we can confirm alignment with the position you're applying for. It is intended to determine if you meet the basic requirements for the role. We will seek further information supporting your application, so please be prepared to tell us more about your work history.

You will also be able to ask us any questions about the role, so please take this opportunity to find out more.

Finally, we'll be able to confirm some key information about the role, such as the salary and location, to check if you're still interested in pursuing the position if you're shortlisted to move forward to the next stage of the selection process.

To schedule this call with you, we'll send you an email with a link to book an available time slot through Microsoft Bookings. It's important that you keep an eye on your Inbox and Junk folder after submitting your application so that you don't miss this email. All correspondence will be sent from after submitting your application so that you don't miss this email. All correspondence will be sent from [jobs@xperience-group.com](mailto:jobs@xperience-group.com), so please ensure that any spam filters will not exclude this email address.





# Our recruitment process

## Interviews

Interviews may be online via Microsoft Teams or be held in person at one of our UK offices. The interview panel will consist of at least two people, including the Hiring Manager. At Xperience, we are an equal opportunities employer and our interview panel members have been trained in Recruitment and Selection.

Depending on the role you have applied for, there may be multiple interview stages during the recruitment process. We will always give you full details of what you can expect from the interview so you feel fully prepared and able to do your best. All interviews will be confirmed in writing with a confirmation email and candidates are invited to make us aware of any special requirements needed in advance for the interview. Please let us know if you have a disability and need any special requirements as early as possible so we can look into making any necessary adjustments for you.

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 after our interview, we will contact you to make a conditional offer of employment, which will be followed up by an offer letter and contract. Any offer of employment will be conditional on the satisfactory outcome of pre-employment checks including, but not limited to, two employment references and proof of your Right to Work in the UK. Once you have verbally accepted the offer and agreed to a mutually convenient start date, we will set you up as a new starter on our HR system, People HR, to begin your onboarding process.

**\*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.**





# Top tips for candidates

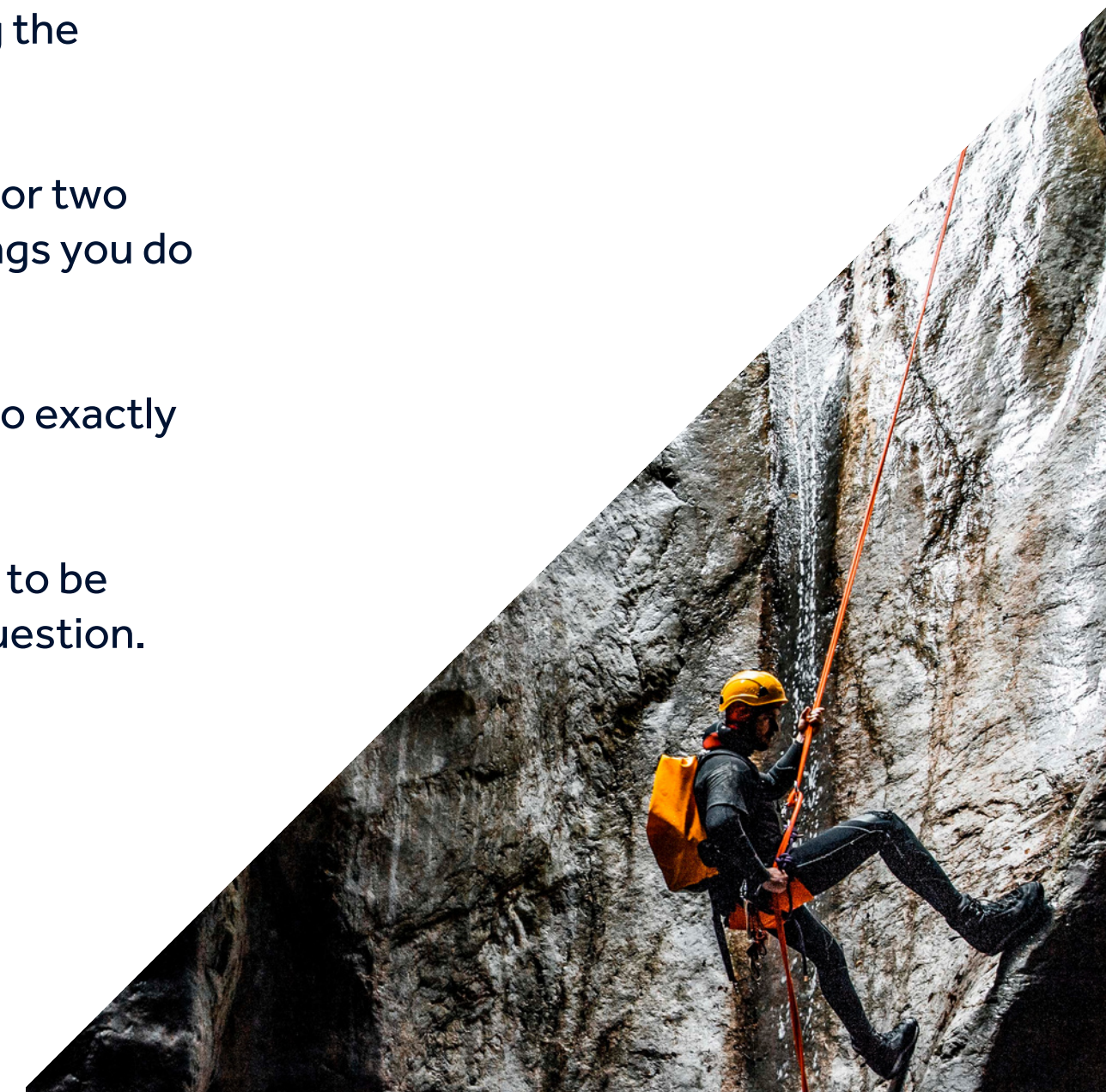


- Make sure to visit our website regularly so you don't miss out on a role that's perfect for you!
- Connect with us on social media to better understand our culture. You can find us on [Facebook](#), [Twitter](#), [Instagram](#), and [LinkedIn](#).
- Check out some of our employee case studies on the website to find out more about what it's really like to work at Xperience and some of the career paths our employees have taken.
- We want you to really showcase your skills and experience, so make sure you tailor your application towards the role you are applying for. You need to show us how you meet the essential and desirable criteria outlined in the role profile. We can't make assumptions when shortlisting, so if you don't show us how you meet the criteria, we won't be able to progress your application any further.
- Make a great first impression by remembering to proofread your application for spelling/grammar mistakes.
- To help you do your best at an interview, take the time to prepare in advance. Read through the role profile in detail and practice answering some typical interview questions using the 'STAR' technique (Situation, Task, Action and Result) to help structure your answers and provide the right level of depth and detail to your answers.
- You want to create a good first impression at an interview so dress to impress while remembering to wear something that you feel comfortable in so you can be your true authentic self.
- If your interview is online via Microsoft Teams, test your technology in advance. Check your sound and video settings are working and remember to charge up your device in advance. Plan to join the Teams meeting in plenty of time for any unexpected IT issues.

# Top tips for candidates



- If your interview is in person, map out your travel route in advance and leave some extra time for traffic so you're not rushing.
- Have some questions prepared to ask the interview panel. Interviews should be a two-way process so come prepared with what you would like to know more about so you can make an informed decision about the role as well.
- During the interview, take your time when answering the questions. If you are unsure what you are being asked, ask for clarification. We're not there to catch you out and don't mind rephrasing or clarifying the question.
- Try to use a variety of different examples throughout the interview and not rely too heavily on one or two examples. Remember, examples don't all have to come from previous jobs, they could be from things you do outside work like volunteering or from when you were studying.
- Listen carefully to the question being asked, and don't start answering a different question, listen to exactly what you're being asked.
- Most importantly, remember to be yourself! We want to see your personality shine through. 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 question.







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w: [www.xperience-group.com](http://www.xperience-group.com)

