

# The people person

## Mike Swain, Talent Acquisition Partner

*Tunstall is a people business; our people, the customers we work with and the people we support.*

*Mike Swain, Talent Acquisition Partner, tells us more about how we attract, engage and retain the right people in the right roles to work together to create technology and services that change and save lives.*

My role is to partner with our business and support any activities related to the recruitment process. On a day-to-day basis, I can be working on any number of roles depending on our needs. In my time here so far, I have worked with colleagues in the following teams: HR, Finance, Commercial, Field Operations, I&D (Innovation & Development), PMO and more. The work is varied, and I enjoy getting to know each of the business units and developing recruitment plans that suit each of them. I have access to a range of resources to ensure we have the most effective go-to-market approach and that we can get our message out to as wide an audience as possible. These resources include, job boards, social media (LinkedIn, Twitter etc), word of mouth/referrals and the amazing business networks of our colleagues across the business.

I'm experienced in working in both the both public and private sector, recruiting a wide range of roles, from apprentices to senior management, and in sectors including engineering, professional services, finance, sales and more. Tunstall is great in that I get to work across all of these elements.

We have a number of key areas where we hire in volume, for example: our Response Centre (our first line of support where our dedicated team are on call to support customers and ensure they feel secure in their homes), our Field Services team (the people who maintain all of our products and ensure they are fully functional) or our Manufacturing team (through a complex manufacturing process, turning components into finished products, these are the people who ensure that Tunstall meets all of the high quality standards that are set in our industry). On top of this, we have many key functions across the business from HR to Finance, Software/Hardware Engineers to Technical Support specialists, Customer Service, Legal, Sales, Commercial . . . the list goes on!

The favourite part of my role is when someone I've helped to recruit tells me how much they love what they do, or someone in their team lets me know that they're doing a great job. They're the moments that make me really happy. Finding the right person and seeing them flourish is the best part of what I do, particularly as what we deliver makes such a positive difference to others, so it's vital that we do it well.

We are always striving to make Tunstall an inclusive business where everybody feels welcome and supported. Clearly this is because it's the right thing to do and the way we like to run our business, but it's also been found that diversity can also lead to better decision-making and improved performance, which ultimately results in higher profitability. This is important in a commercial organisation to enable us to continue to operate and keep people in employment, but also so that we can continue to engage with the communities we work in and charities we support. I am passionate about Equality, Diversity, and Inclusion initiatives and supporting this is a major focus for me, and for Tunstall.

In much the same way as our components cannot make an impact on their own and need to be assembled to work together in our products, the same is true of our people. It's all about how we work together: the sum of the parts is greater than the whole.