



ARENA TRAVEL

Arena Group is an independent tour operator who deliver special interest holidays. Their head office is in Suffolk, and they have two further offices offering specialised services; Buckingham for Art History Holidays and Market Harborough for River Cruise and Rail Holidays.

The business has been going for over forty years. They have carved out a collection of niche travel brands offering experiential and learning holiday tours, with the focus on delivering a premium service to their customers.

They have a team of 31 at their Market Harborough office working on their River Cruise and Rail Holidays. They also provide some of the head office functions for the Arena Group, such as IT, finance, marketing and PR. They employ over 70 full and part time permanent people and contractors.

www.arenatravel.com

The River Cruise Line & Arena Rail Holidays Market Harborough, Leicestershire



INDUSTRY/SECTOR
Travel and Holiday



POSITIONS RECRUITED
**Finance Manager, Commercial Accountant,
Assistant Accountant, Junior Accounts Assistant,
Artworker, Purchase Ledger Administrator**



CASE STUDY



FAYE ANDERSON

Group HR Manager
Arena Travel

Hello, I'm Faye Anderson, Group HR Manager for Arena Travel. I have been in my current role since 2018, but I have worked within the business since 2017. There has been a lot of change at Arena over the last 18 months; mainly an acquisition and roles changing.

People are so important to our business. All our employees have a passion for travel, and we have built a dynamic culture and a loyal employee base.

Everyone at Arena is hard working and understands the importance of our commercial goals. The offices all have a relaxed and positive yet hard working atmosphere. Our team believe in the business and we strive together to create a culture where people feel comfortable and confident to make suggestions for growth.

Arena are also passionate about developing people and maximising individuals' strengths; we know that this encourages a productive workforce.

Because of this, recruitment is extremely important for us. We want to maintain the status quo we have worked hard to achieve. When recruiting, whilst candidates need to have the relevant skills and experience for a role, what's more important to us is that people fit in with the team and love travel as much as we do!

The challenges we face when recruiting are mainly the volume of applicants and the time the process takes. Time wasting is a real issue; with people applying for our roles without experience or not understanding the job fully.

Because of these challenges we use recruitment agencies to help alleviate some of the pressure and filter candidates.

RECRUITMENT
PARTNERS
SINCE



We have tried lots of agencies in the past. I have found that the bigger (usually city centre) agencies don't seem to put as much thought and effort into who they put forward for a role, which defeats the point when we have to do the filtering ourselves. We want to streamline our process and get value from our agency relationships.

We started using Vanilla Recruitment at Arena after the acquisition of our Market Harborough office in 2017.



CV TO
INTERVIEW
RATE



CV'S CONSIDERED
RELEVANT FOR THE
ROLE BY CLIENT



AVERAGE
TIME FOR
TEMP HIRE



AVERAGE
DAYS FOR
PERM HIRE

However, I first started using them back in 2007, in a previous travel company I worked for. That business had a huge recruitment drive and Vanilla supported me through it. So, it was the natural choice to get them on-board with Arena.

What I need from a recruitment agency is a proper understanding of the types of candidates we need. I want them to visit our offices and get a real feel for the environment they will be sending candidates to. I want to work with a business who are loyal to us, so we can be loyal to them – a working partnership. I also need to be able to see what our investment is being spent on. I don't want to receive loads of CVs to filter myself, I want pre-screened applicants who the agency believe I would want to employ.

Vanilla Recruitment tick all the boxes for me. Being local they know the market and the people. They have a personal approach and visit us to get the feel of our office and to get to know our teams and culture. They really seem to understand what we're trying to achieve and who we need to do this.

The partnership we have built is efficient and personable. Vanilla are committed and willing to deliver.

They are honest about who they have screened and work hard to find the right people for us.

I would recommend Vanilla Recruitment to businesses looking for a committed recruitment partner. Personally, I have worked with them for over 12 years now and hopefully I have highlighted why I have stayed with them and brought them into Arena.

Vanilla says...

"It's a pleasure working with Arena. They engage with us throughout their recruitment process, provide great job briefs and are always open to discussing candidate CV's. We love working with a partner who allows us to be consultative on their roles and receptive to client service review meetings."



Louise Hobbs
CEO

"We were impressed with the individuals we met and found it easy to fill the positions we had as the candidates provided by Vanilla exceeded our expectations.

We cannot thank the team at Vanilla enough, their professionalism and attention to detail, as well as their desire to ensure they found the right fit for our business, means that we have gained vital know-how and experience and can grow our business at the pace we wish.

We have no hesitation in recommending Vanilla and look forward to working with them again in the future as our team continues to grow."



Simon Lisser
Finance Director

"I was very satisfied with the results from Vanilla. Our consultant was a friendly face and she took time to understand the needs of me as an individual and the company when she was considering the candidates to put forward.

She didn't waste my time in putting people forward to 'pad out' her results with the result that all of her suggested candidates fitted the specified criteria, and needless to say one of them was successful.

I am extremely happy with the level of service provided by Vanilla and wouldn't hesitate to recommend Vanilla's services."

We're an independent recruitment agency, working to match people and businesses across Leicestershire, Northamptonshire and the East Midlands.

We work with permanent and temporary, full and part time jobs.

We have 5 specialist areas:

Office • Sales • Marketing
HR • Accountancy & Finance

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