

REGIONAL UPDATES

ACROSS AUSTRALIA

TOP 10

MOST IN-DEMAND
CONTRACT ROLES

HIGHEST PAID

PERMANENT ROLES
IN TECH & BUSINESS



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CHRIS SANDHAM
Managing Director
Chris.Sandham@mtr.com.au
NATIONAL

As FY2016/17 is in full swing, and with the release of our annual financial results, we round up our thoughts on and the final quarter of FY2015/16.

On reflection of the last Financial Year there are several areas that spring to mind that are worthy of highlighting: growth, employee engagement, the larger eco-system that M&T Resources operates within, championing our core values and enjoyment.

M&T Resources has been on a growth trajectory for the last 3 years and the last 12 months have just boosted the growth experience in all of our offices. This year, the Financial Services industry and Government have been particularly buoyant for us.

With growth comes personal success, as well as success for many our staff which is amazing for me to witness. As the leader of this organisation, I once had a vision for all employees and offices to perform and I'm excited to see that the time is now!

The trick for the management team and I is to keep this momentum and success going, always looking for new growth opportunities and ways to keep employees engaged. Employee engagement is a key KPI for all of us at M&T Resources, as well as for our overall parent, SMS Management & Technology. This year saw the company undertake its first externally benchmarked survey which delivered some interesting results.



For FY2016/17, M&T Resources will focus on ensuring that what we achieve day to day is meaningful. This is where our core company Purpose really comes in to play: "helping people achieve greater success."

The M&T Academy will evolve to develop our leadership within the business, ensuring that we provide, where possible, a flexible work environment and also creating growth opportunities for existing employees. These initiatives require a dedicated approach and are not easy to achieve overnight; however, I know they will all have a focus in our strategy for the coming year.

Operating within a larger parent company can bring its challenges but most of all it brings opportunities, not just for the business but for our own employees. Again this is a key area of focus, since I don't think we have yet reached the actual potential of this for our clients, employees and shareholders.

Values have really underpinned the way we work for many years. In 2004, we developed the M&T Resources R.E.S.P.E.C.T core values. Over time we have welcomed new people into our team who have in turn been introduced to these values and the story of how they remain core to our working practice.

Reflecting on the last 12 months, I see that there is an opportunity to strengthen the values, enabling our current team to have some input in the values that drive the behaviours and activities at M&T Resources. As such, one of my aims for the next 12 months is to work with everyone at M&T Resources to ensure this happens.

Success and growth do not happen without a dedicated approach, involving hard work and determination. This is especially true for the fast paced and competitive recruitment industry. At M&T Resources, we work hard to foster an environment of enjoyment. This is a key piece in the puzzle for me, and one which takes commitment to consistently apply, especially since recruitment is driven by sales.

I expect the management team here at M&T Resources to foster such an environment and lead their teams to achieve success, celebrate their wins, but remaining focussed on achieving the best outcomes for our clients.

This is a great time for M&T Resources. I am proud and humbled everyday by what we achieve day in day out. I thank all our employees, contractors and clients for their support in the year that was, and look forward to a fantastic year ahead! 🎶

Regional Outlook (ACT)



ZUNAHEED KAMAL
Regional Director
Zunaheed.Kamal@mtr.com.au
ACT

What were the most actively hiring organisations and why do you think so?

Most actively hiring organisations in Q4 were IT Divisions across most Government Departments. There has also been an increase in hiring on the Business side. Roles that focus on delivery, strategy and stakeholder management and change management have been on the rise. There has also been increased hiring in the Digital space – we are working closely directly with the Digital Transformation Office (DTO) and Digital areas in few other Departments.

What were some of the most exciting technology / business projects in the last quarter?

DTO in the agile space. At the moment DTO is a new Department in a growth phase and this is very exciting for M&T Resources and our candidates. DTO is an agile environment, and is a place that a lot of people are very interested in working in and being a part of.

There is a lot of work coming out of the Department of Agriculture within the Oracle space, relating to the Enhanced Traceability project – an outcome from the Agricultural white paper. This is exciting for M&T Resources as we have been anticipating this for a few months. It is great to have the opportunity to be a part of the initiative and assist with resourcing.

The roles required are within the Information Services Division, who lead the technology component, whilst the business side is being delivered by the Exports and Plant branches. We are working on roles that require Oracle Fusion Middleware experience, which can be quite technical – sourcing the right candidates is no easy feat!

What challenges were your clients facing in hiring people in the past quarter?

A few challenges have been the noticeable hold on recruitment within many Government Departments due to the looming election. Additionally, Employment Suitability Checks (ESC) have been taking longer than expected, causing delays as candidates are unable to start without ESC. There has been a slower process in securing strong candidates. Finally, the market has been more candidate driven as there were quite a few opportunities out there – great for candidates but more of a challenge for employers.

What were some of the most in-demand job roles?

Agile, UI/UX, Change Management, Business Analysis, Java, and CRM Dynamics.

What can employers (clients) look forward to in the next quarter?

Now that we have reached an outcome with the election, employers can look forward to a clearer direction in terms of projects and budgets. Employers can also look forward to less movement from candidates as they will feel more secure since employers will have been able to offer longer term extensions. Although some sections within the Departments still have a recruitment freeze, most clients are able to start hiring. With DIBP, many candidates are able to start without a completed Employment Suitability Check if they qualify for an on-boarding pass. This process can take 2-4 weeks, which is much quicker than full ESC process.

What can candidates look forward to in the next quarter?

In the next quarter, candidates can look forward to greater stability with roles. There will be opportunities to work on exciting projects, and clarity will exist in terms of where the budget has been allocated. New technologies will provide opportunities, for example in the Digital space. Also of interest to candidates is that there will be no more pay cut to cover for the payroll tax since most recruiters will be adding payroll tax on top of hourly rates.

Any other tips you would offer to clients / candidates who're reading this update.

The best advice I can give to candidates is to be honest with both clients and agencies during the recruitment process. Seeing a contract role end-to-end is very highly regarded from both a client and agency viewpoint, and breaking a contract early can reflect poorly and affect future opportunities. 📌



PAUL HUTCHINSON
Regional Director
Paul.Hutchinson@mtr.com.au
NSW

Hello everyone and welcome to the new Financial Year. One exciting piece of news to share in NSW before I run through the regional outlook is that on 1st July M&T Resources' Sydney team moved offices. After five years of growth in the NSW region and the move to activity based working, we have now taken up residence with SMS on Martin Place, on Level 11 of the MLC Centre. Keep an eye on our LinkedIn page for details about the office opening party!

What were the most actively hiring organisations and why do you think so?

Over the last three months in NSW the sectors that we have been busiest in are Financial Services, NSW State Government, closely followed by the telecommunications sector. All three sectors are investing significantly in Digital, which is driving demand for both contract and permanent resources. In Financial Services, we have been busy in the risk and compliance space, particularly around FoFA, AML and regulatory reporting projects.

What were some of the most exciting technology / business projects in the last quarter?

Risk and compliance has seen a steady demand due to the scarcity of project resources in this space and also the majority of these programs being multi-year with annual funding. Digital has also been a huge growth area due to the big 4 banks trying to digitise their mortgage offering and getting new products to market quicker.

We have been fortunate to be involved in partnering with Westpac to help scale up resources for their "OMNI-Channel program." This multi-million dollar programme is building an environment that allows their customers to continue conversations with the bank as they move between mobile, online and branches. This is a truly customer centric programme that is going to deliver significant benefits to Westpac's customers.

Last quarter we also started an engagement with NAB to provide a number of project business resources to work on their partnership with Nippon Insurance. The outcome of this programme will be the creation of Australia's largest life Insurance business – we are very excited to be a part of it!

What challenges were your clients facing in hiring people in the past quarter?

One of the biggest challenges that clients are facing at the moment is securing the best candidates for the roles they are hiring for. This is not due to a lack of access to the right candidates to interview, but more so due to candidates having multiple job offers at the same time. In a skill-short market, clients have to work on different ways to improve their strategies to ensure that they are able to attract, secure and retain the top talent in the candidate pool.

What were some of the most in-demand job roles?

We are continuing to experience a skills shortage in the Sydney market especially around CX, UX and front end development. The demand for these candidates is increasing at a rate that is outpacing the supply of quality resources. We have also seen an increase in the demand for very niche technical skills in the likes of cyber security, modular wealth management banking solutions and front office trading platforms.

What can employers (clients) look forward to in the next quarter?

This is a very active time of year for candidates looking to make the right career moves. There is a window of three or four months before the market typically slows down before Christmas and the Summer holidays. Clients should look to capitalise on this and make sure they have resourced the best individuals in their teams to help them achieve their business goals.

What can candidates look forward to in the next quarter?

Candidates are going to see more opportunities over the coming months in the Sydney job market, for both permanent and contract roles. With the continued focus on digital, we are also seeing candidates crossing industries with a lot more ease than they have been able to do previously. This is a perfect time for candidates to assess their options and make sure their careers are continuing on the right track. 🎯



MARK LIMBRICK
Regional Director
Mark.Limbrick@mtr.com.au
QLD

What were the most actively hiring organisations and why do you think so?

Over the last quarter, M&T Resources has seen the retail, government and financial services sectors busy with hiring activity. Government hiring is generally cyclical, ramping up in the last quarter as organisations strive to achieve the goals of the Financial Year – using up all of the budget to do so! The recent extension of the governmental term from 3 to 4 years will provide stability to the government contracting market, for some of their key projects & initiatives across Health, Education, and the wider portfolio.

‘Transformation’ has been a buzzword for a few years now, particularly in the commercial sector. Big businesses are realising they have to adapt in order to survive in the modern world that has seen long standing business models challenged by smartphone apps (hat’s off to AirBnb and Uber to name a few). The financial institutions are taking this seriously with significant transformation and organisational restructuring caused in part by the threat of emerging Fintech companies. These organisational changes have created a number of opportunities as business positions technology front and centre. In the retail sector, we are also supporting our parent company SMS Management & Technology in delivering some key projects for a client who has ambitious plans to challenge the major players in its market globally, through technology.

What were some of the most exciting technology / business projects in the last quarter?

The most exciting project is the work SMS Management & Technology is doing with the large retail client. M&T Resources has played a key part in assisting SMS to ramp up to 42 consultants onsite, within a 3 month period. The end client is highly innovative in their approach to becoming one of the largest players in their market globally. Their strategy is largely built around technology and they are investing heavily in making their vision a reality.

What challenges were your clients facing in hiring people in the past quarter?

If I look at the Digital recruitment market for example, demand is so high that candidates really are in the driving seat and they know it! They have a number of offers to make a move from where they are so they have to be sold on the technology stack, the working environment and of course the money.... not necessarily in that order! The speed of the hiring process is crucial as the best candidates are getting snapped up quickly!

What were some of the most in-demand job roles?

The Digital recruitment market is going off right now! There is a significant demand for Front End and Full Stack Developers with skills in .Net, JavaScript, HTML and CSS. Many of these roles are related to mobile development projects, meaning that clients have a preference for people with experience with Selenium, iOS or Android. Clients are, however, having to be flexible around this.


What can employers (clients) look forward to in the next quarter?

The new financial year is often a time that talented candidates come to the market as their projects come to an end. Often, companies are allocated new budgets and are not actively hiring until their workforce planning for the year has been completed. Those who are in a position to hire will have more talent available to them than in other parts of the year.

What can candidates look forward to in the next quarter?

A number of major projects are on the horizon in both technology and business. On top of those mentioned, there is significant change in the utilities sector as some of the state’s largest electricity companies merged together to become Energy Queensland, as of 1st July. The merger is now official and there is a huge amount of work to be done to integrate the organisations into a single entity, to achieve the benefits the state government is looking for. This is happening concurrently with significant legislation change around the Power of Choice. The Government sector is likely to be busy from August as well as the broader health & education sectors. These projects are likely to include roles across Business Analysis, Project Management and Change Management.

Any other tips you would offer to clients / candidates who’re reading this update.

I’ve said it before and I’ll say it again – build a relationship with a recruiter you can trust! At M&T Resources our purpose is to help people achieve greater success and we do this day in day out. Relationships are key to this. We often find that the best results come from ‘passive’ conversations with candidates & clients. We build relationships first and then work out how we can assist you achieve greater success, whatever that may be. Get in touch! 

Regional Outlook (VIC)



KEN KWAN
Regional Director
Ken.Kwan@mtr.com.au
VIC

What were the most actively hiring organisations and why do you think so?

Most actively hiring in Q4 were the insurance, health and mid tier financial services sectors, which remain buoyant in Melbourne. There is a lot of customer competition within these sectors. Projects have been underway to deliver in relation to sales and marketing initiatives. These have included cloud based system implements, involving vendors such as Salesforce and MS Dynamics.

What were some of the most exciting technology / business projects in the last quarter?

One of our customers is implementing a new car parking system. It is state of the art and innovative, with number plate scanning and analysis technology being used. We have resourced a number of candidates to work on this project, from a Project Management and Business Analyst capability. It is fantastic to see the result of the project and how these visible systems come to light.

What challenges were your clients facing in hiring people in the past quarter?

There have been a lot of push and pull factors affecting the salary market. We have seen candidates wanting more than the CPI increase in some areas where demand is outweighing supply. Iteration management is an area where this situation exists. The challenge is for organisations to balance the salary expectations of highly sought after candidates with the tangible and intangible benefits of joining an organisation.

What were some of the most in-demand job roles?

This quarter in Melbourne, we have found that Data Analyst and Full Stack Web Development were in great demand.

What can employers (clients) look forward to in the next quarter?

Next quarter, I would anticipate lesser numbers of Developers in the .NET space.

Rates are slowly rising in this skill category. Low end benchmarks are \$700/day range for a .NET Developer with 2-3 years, with mid to senior level at the \$850/day range. These figures are inclusive of agency fees.

What can candidates look forward to in the next quarter?

Candidates can look forward to an improving job market across Project Management and Automation testing – two of the areas that have been up and down this year. 📈

Market News: Most In-Demand Jobs

The highest salary base of the role we placed last quarter was around \$250,000+, with the lowest in the top ten list at \$125,000+.

TOP 10 HIGHEST PAID PERMANENT ROLES

1. Chief Technology Officer
2. Project Director
3. Program Manager
4. UX Specialist
5. Development Manager
6. Infrastructure Delivery Manager
7. Senior Business Improvement Consultant
8. Organisational Change Manager
9. SBA Finance
10. .Net Developer

Last quarter once again saw the dominance of Business Analysis, Web Development, Testing and Project Management roles requested by clients as the year closed out.

Project Analysts / Coordinators have recorded a rise in demand, as well as UX Designers, Change Managers, CX Architects and Solutions Architects.

TOP 10 CONTRACT ROLES IN DEMAND


1. Business Analyst (Agile & Digital) -
2. Developer ↑
3. Project Manager ↑
4. Tester ↓
5. Data / Reporting Specialist -
6. Project Analyst / Coordinator ↑
7. UX Designer ↑
8. Change Manager ↑
9. CX Architect ↑
10. Solutions Architect ↑

TOP 5 PERMANENT ROLES IN DEMAND

1. Analyst / Programmer -
2. Business Analysts -
3. Enterprise Architect ↑
4. Project Manager ↓
5. UX Specialist -

Information is derived from client requisitions received by M&T Resources across Australia and placements made by M&T Resources in the past quarter.

M&T Resources works with more than 70 leading Australian organisations as preferred suppliers and a wide range of clients across industries.

We also work closely with our parent company, SMS Management & Technology, to resource for consulting engagements. SMS counts 85% of the ASX top 20 companies as key clients. 

Market News: Most Actively Hiring Industries


Last quarter presented much more diversification in terms of the roles demanded.

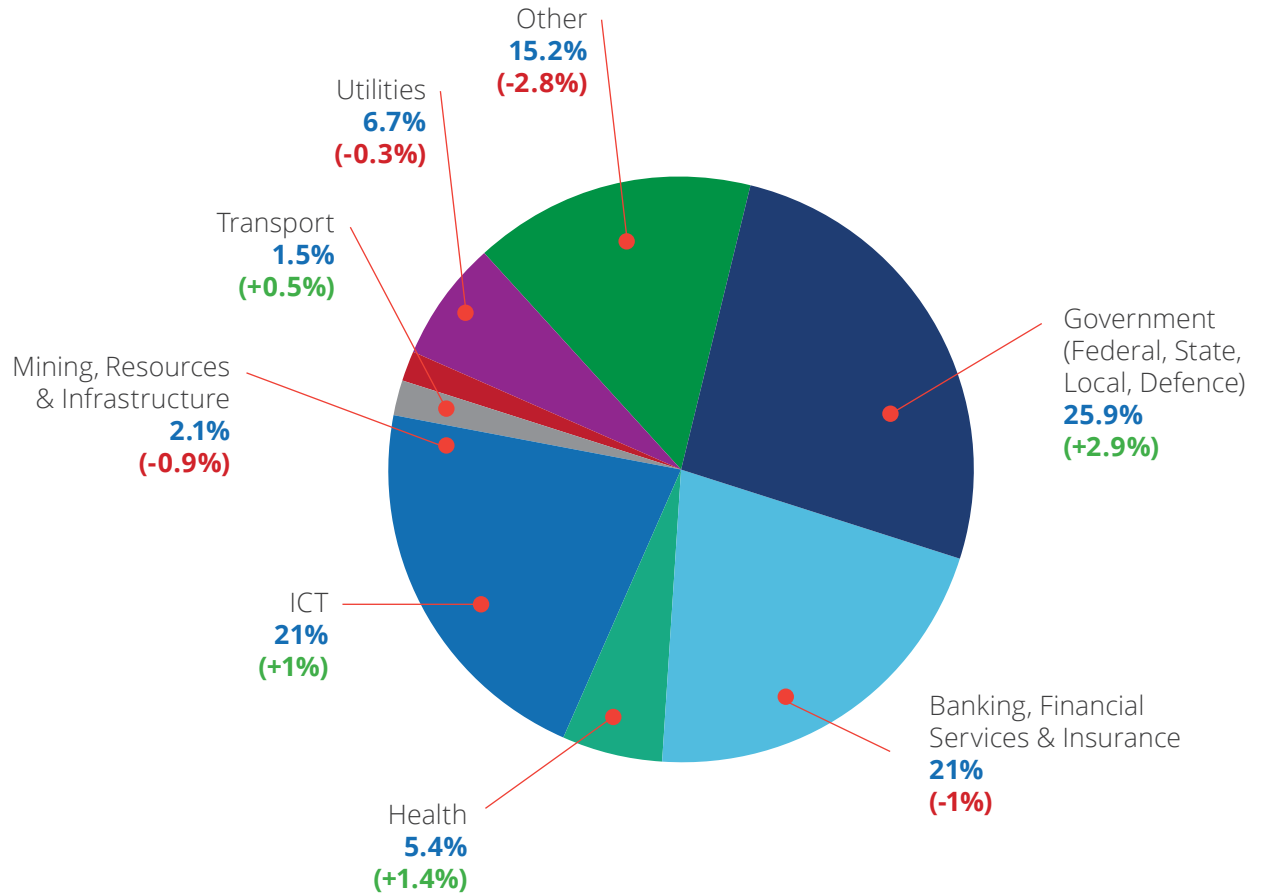
We have seen a rise in Government and ICT hiring - two of our key industries. Additionally, Health and Transport have been on the rise.

Banking, Financial Services & Insurance, as well as Other industries (attributed to the likes of media, publishing, broadcasting, education etc) reduced this quarter, although both still counted for a substantial 21% and 15.2% of our hiring, respectively. These numbers show a continued high demand of many digital and analytics roles that we've been actively working on.

Other industries have remained quite stable, with small increases and declines, further adding to our diversity of client base.

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Information in this chart is derived from client requisitions received by M&T Resources across Australia. 



M&T Resources Recognised as Australia's Best National Recruitment Firm



At a black tie event in Sydney, M&T Resources emerged the biggest victor for the night by winning two prestigious Recruitment International Awards for “National Recruitment Firm of the Year” and “Training & Development Initiative of the Year”. In addition, M&T Resources was a finalist in five other categories – the most nominations for any firm on the night.

Organised by Recruitment International, the RI Awards are contested all over the world including in the UK, Japan, Singapore, Hong Kong and China.

Key to winning the National Recruitment Firm of the Year award was M&T Resources' demonstration of how it operated a highly successful business model consistently across locations, driven by a unifying core Purpose. M&T Resources detailed how its Purpose creates an autonomous culture that empowers people and guides its growth strategy which has brought it financial success.

“This is a global industry forum and it was, again, a pleasure to accept this international recognition on behalf of everyone who works for M&T Resources. Both of these awards are a true testament of the hard work and commitment that our staff work to every day.”

– Chris Sandham, Managing Director, M&T Resources


For the Training & Development Initiative of the Year award, M&T Resources detailed the implementation of the M&T Academy, a unique initiative to develop the skills of all M&Ters across Australia using a two-pronged approach.

“The idea was to have a first wave where we empower Leaders within M&T Resources with leadership and coaching skills, who then act as mentors to all other M&Ters as they undertake a set of intensive training sessions.”

– Kate Barrand, National Operations Manager, M&T Resources

M&T Resources was a finalist in these categories:

- » Specialist Recruitment Firm of the Year
- » Recruitment Brand of the Year
- » Digital Recruitment Initiative of the Year
- » Financial Excellence Awards
- » Best Recruitment Company to Work For (Medium)

These awards further add to M&T Resources track record at Recruitment International where it was previously recognised for Recruitment Growth, Employer Brand of the Year and L&D Program of the Year awards in 2014. 

Proud Finalist of the RCSA Client Service and Candidate Care Award

M&T Resources are proud to have been a Finalist in the RCSA Client Service and Candidate Care Awards categories.

Our core Purpose is to “help people achieve greater success”. We think that beyond filling roles, we believe in the joy of achievement, the satisfaction of realising one’s full potential and the pride in building lasting legacies.

We seek to do this for our clients, the candidates, the communities, for our employees and consequently, for the business.

This relentless focus on achieving greater outcomes for our stakeholders aligns our interests, affirms our commitment to service excellence, rallies our performance and propels our success. Integrating purpose into everything we do is un-replicable, and as such is our main differentiator.

“To be recognised on the international awards stage is a great testament to the hard work the M&T Resources team commit to everyday. The team’s unquestionable passion to make M&T Resources one of the best places to work and one that delivers excellent client and candidate service is certainly being spotlighted every year, which, as the MD makes me very proud.”

– Chris Sandham, Managing Director, M&T Resources



M&T Resources Move Offices in Brisbane and Sydney



Exciting new chapter for our teams in Brisbane and Sydney who relocated to new offices in June.

The new offices promote flexible, people friendly working spaces to help the teams to embrace a more activity-based and collaborative working environment, with enhanced technology.

The new set up revitalises employee experience, providing a range of spaces suitable for both individual and group working. Space has been maximised through the integration of innovative flexible interventions such as operable wall systems which open up our conference rooms in Sydney and Brisbane, transforming our reception areas into large-scale event spaces.

The interiors have been designed to be fresh, modern and bright, in keeping with the contemporary workplace and appealing to both employees and clients.

Our team was excited by the long-anticipated move and the new spaces have already been a resounding success.

"We are loving our new space and being in a central part of the SMS office. It is really energising having a fresh and modern working space, particularly with our Activities Based Working design and at a location in the heart of Brisbane City." – Mark Limbrick, Regional Director QLD

Please keep in mind our new addresses when visiting our office.

Our new addresses:

Brisbane

Level 13
259 Queen Street
Brisbane QLD 4000

Sydney

Level 11, MLC Centre
19-29 Martin Place
Sydney NSW 2000

Introduction of DocuSign

M&T Resources constantly seeks to develop innovative ways to improve our services for clients and candidates.

To achieve our Purpose and our business objectives, we gather feedback from our clients and candidates to ensure continual reflection on and improvement to our services. Currently, we do this through our monthly YourView survey, although this is in the process of being replaced by Net Promoter Score (NPS).

YourView gathers feedback on our recruitment process enabling us to improve the service experience for both for successful as well as unsuccessful candidates. Similarly, the NPS management tool can generate figures to gauge client and candidate satisfaction. A different NPS has been developed for both clients and candidates to ensure the feedback received is closely aligned to our interactions with both. These tools are critical to M&T Resources' ongoing success, since the experience of our candidates affects their perception of our clients' brands and our own employer brand.

Comments from candidates are reviewed by our Managing Director and management team, and allocated to the appropriate regional or national team to address. Results are also presented to clients to support transparency and assurance in relation to how they are being represented by us in the market.


An example of an initiative that has been developed through listening to the feedback that we have received from our contractors is our new DocuSign system. DocuSign serves to resolve some concerns our candidates have had with regards to the amount of paperwork required during the recruitment process.

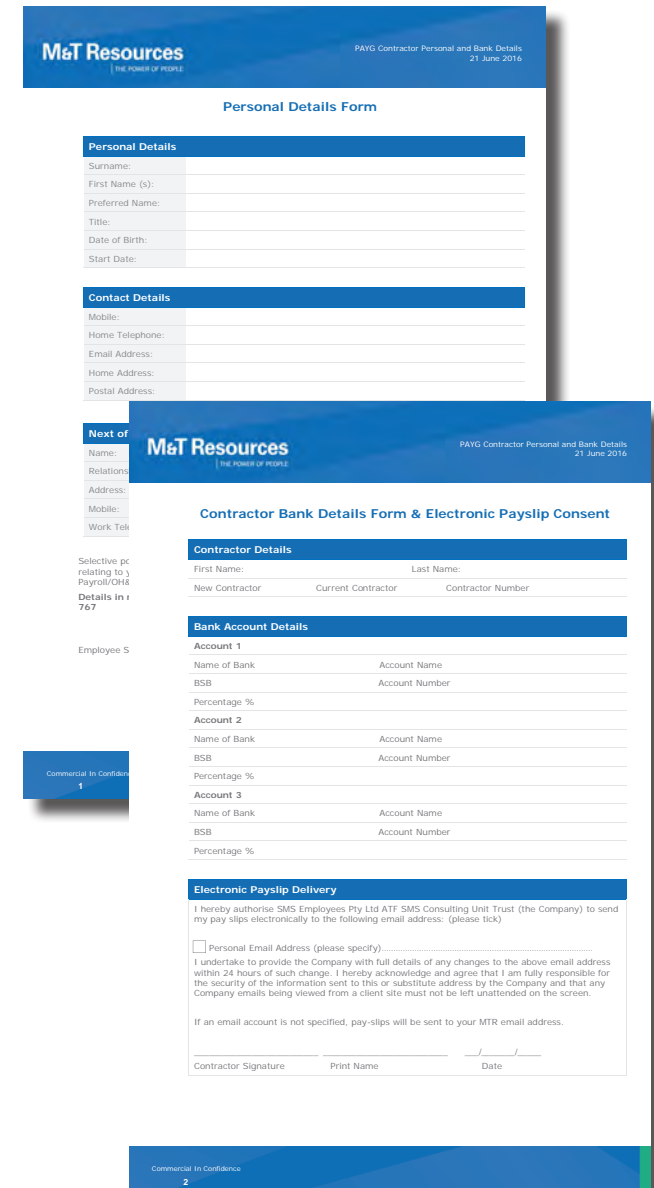
We have gone into partnership with DocuSign to make the sign up process smoother. Currently still in the testing stages, DocuSign will allow all required contractor paperwork to be sent electronically from our Salesforce CRM directly to contractors. The recipient will then be able to read and sign contracts and documents, and securely forward personal information.

Listening to feedback gained through YourView, Net Promoter Score and also through the comments received by our M&T Resources staff during their interactions with contractors enables us to continually reflect on the services we provide for candidates. This in turn leads to improvements and updates to our processes for the benefit of our candidates, clients and ultimately our team – helping each to achieve greater success.

From a candidate and client perspective, the DocuSign process will speed up the onboarding process and provide less room for error. Through DocuSign we will be able to substantially reduce the burden of paperwork for our candidates – improving their service experience and therefore their perception of our client's brands and M&T Resources.

Internally, DocuSign will provide greater efficiency in our systems and a reduction of paperwork for our administrative team. Our recruitment team will benefit from increased speed at receiving confirmation of a signed contract – which in turn is a great improvement to our client's experience.

DocuSign is also a responsible step in terms of environmental sustainability. By transferring our systems into a paperless form, as a company we reduce our burden on the environment and encourage others to do the same. 



The image displays three screenshots of the M&T Resources DocuSign forms. The first screenshot shows the 'Personal Details Form' with fields for Surname, First Name, Preferred Name, Title, Date of Birth, and Start Date. The second screenshot shows the 'Contractor Bank Details Form & Electronic Payslip Consent' with sections for Contractor Details (First Name, Last Name, New Contractor, Current Contractor, Contractor Number) and Bank Account Details (Account 1, Account 2, Account 3) including Name of Bank, BSB, Account Name, and Account Number. The third screenshot shows the 'Electronic Payslip Delivery' section with a consent statement and a checkbox for 'Personal Email Address (please specify)'. The forms are branded with the M&T Resources logo and the tagline 'THE POWER OF PEOPLE'. A 'Commercial In Confidence' watermark is visible at the bottom of the screenshots.

Celebrating Diversity at M&T Resources

We celebrate Diversity at M&T Resources and are proud to support the diverse customs of the great people that make up our team.

On Wednesday July 6, Ayisha Naeem and Zunaeed Kamal spent the day away from the office, celebrating Eid-al-Fitr with their families and friends. On their return to work, we asked them to share with us some thoughts on Ramadan, what it means to them and how this important religious practice fits into their working life.

Here's what they had to say:



AYISHA NAEEM
Recruitment Consultant
Ayisha.Naeem@mtr.com.au
ACT

What is Ramadan?

Ramadan is the ninth month in the Islamic / Lunar calendar and starts with the sighting of the crescent moon. Muslims throughout the world practice fasting for an entire month during which they do not eat or drink from sunrise to sunset. Families wake up early every day, before the sun rises, to eat a meal which is known as "Sohour". After the sun sets, the fast is broken by eating dates followed by a meal. Opening the fast with a date provides a quick energy boost, and is a practice observed by the Holy Prophet Muhammad (SWT).




M&T Resources
Celebrating
Diversity
at M&T

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Importance of this tradition

Fasting in the month of Ramadan holds great importance in a Muslim's life. It is one of the fundamental religious duties, known as the Five Pillars of Islam. It is a month of self-reflection and self-control. It is a means to become closer to God and nurtures a Muslim's spiritual side. Fasting also creates empathy for the poor and less fortunate in the world; it serves to remind Muslims of the sufferings of the poor and to be thankful for what they have. It is important to note that fasting is not obligatory for people who are ill, mentally challenged, elderly or pregnant.

During this time, Muslims around the globe participate by donating charity to the poor. This can be achieved through individual contributions, donations to charity organisations or holding charity events.

Ramadan ends when the first crescent of the new moon is sighted. This is observed by celebrating Eid-al-Fitr where all families and friends come together for special prayers followed by meals and the exchanging of gifts. Across the globe, people dress in their finest clothes, decorate their houses, give treats to friends, family, neighbours and the poor. As Ramadan comes to a close, Zakat al Fitr is also observed which involves giving monetary contribution to the poor and less fortunate. 



ZUNAED KAMAL

Regional Director

Zunaed.Kamal@mtr.com.au

ACT

Ramadan at M&T Resources

Ayisha and I have been working at M&T Resources for about three years and this is our third Ramadan in this organisation.

Performing Ramadan in an office with people who are not familiar with the custom can be quite challenging. This is particularly the case when meeting clients for coffee or attending work lunches, since these are occasions where one would typically eat and drink. In my experience, I have found M&T Resources to be one of the most supportive organisations to work for whilst performing Ramadan. On joining the team, I was aware that M&T supported diversity, but the extent of this was well beyond my expectation.

As part of M&T's DIVERSITY initiative, last year I was asked to deliver a presentation about Ramadan in our Manager's meeting. Ayisha and I have also at times been given flexible hours due to the time of breaking the fast. We feel a real sense of support and camaraderie from our team who often join us to break the fast at work, sharing the meal with us, as we would at home with our families. In this environment we really feel that the diversity within our team is welcomed and celebrated by our colleagues and by the company as a whole.

Ramadan ends with the celebration of Eid-ul-Fitr. This day has a similar level of importance to us as Christmas does in the Christian calendar. To respect this, M&T Resources has always been supportive of us spending this day with our family and friends, and we would generally be given the flexibility to have this day off. This brings challenges of its own due to the unpredictability of the date of the celebration because the exact day of Eid-ul-Fitr is dependent on the sighting of the crescent moon. For example, this year – if the crescent moon can be seen on Monday 4 July, the Eid-ul-Fitr will be on Tuesday 5 July. This unpredictability can of course prove challenging in and amongst work commitments. Both Ayisha and I enjoyed time celebrating this yesterday with our families.

Every year, Ramadan reminds us of self-restraint and the importance of looking after those who need our help. At M&T Resources we bring the reinforced values we gain through Ramadan to our day to day work. We practice self-restraint by developing a stronger hold on our emotions when something does not go as planned. We realise the importance of helping others – which goes along with our M&T purpose statement. These values also assist us to best look after those candidates who are in particular need of our help, and we take great joy in assisting them to achieve their next role and their own success.

Ramadan Mubarak to everyone and have a great year!



Winner of the “Happiness” Art Competition


M&T Resources is pleased to announce the winner of the “Happiness” Competition, a campaign in which we celebrated art by students of Sir Eric Woodward School.

The winner of the “Happiness” art competition has been selected - Tadhg, from Sir Eric Woodward School, who created a beautiful painting, creatively using his hands to create fish forms in an underwater scene.

The artwork has been used on the M&T Resources corporate compliments cards that is sent out to more than 3,000 of our contacts each year.

This forms part of our DIVERSITY initiative, raising awareness of the great work that the Sir Eric Woodward School achieves. Based in St. Ives, Sydney, the School provides quality education to students with moderate to severe intellectual disabilities, physical disabilities, complex medical conditions and children with Autism Spectrum Disorder. It prides on embracing diversity and celebrating ability, offering student-centred approaches for greater student autonomy, access, participation and achievement.

Besides instilling a sense of pride and achievement for the winning student, M&T Resources also took the opportunity to contribute much needed resources for the school.

We are so pleased to have been able to work with the Sir Eric Woodward School - doing our bit to support the important work carried out to provide education and opportunity for disabled children to succeed in life. 



Above: Beautiful artworks created by the students.

Left: Our Managing Director, Chris Sandham, revealing the results of the competition to the winning artist Tadhg.

Above right: The winning underwater inspired artwork.

IT Health Workshop



Firstly, a huge thank-you must go out to our two presenters of this quarter's IT Health Workshop, held on May 26 – Nasa Walton (CIO of West Moreton Hospital) and André Snoxall (Program Director at Queensland Health). Their passion about the Health Care Industry came through and it was a great privilege hearing their expert thoughts and advice on past projects and programs.


Based on conversations with attendees to the workshop, both presentations were considered to be extremely Engaging, Relevant and Informative.

Nasa Walton kicked-off the event, discussing the challenges and benefits of implementing print and imaging-as-a-service at her base of West Moreton Hospital. Nasa provided insight into the sheer size of the West Moreton Region which came as quite a surprise to much of the audience. She revealed that currently the region has a population of about 252,000 people which is expected to expand to 450,000 over the next 10 years. Nasa highlighted the issues surrounding this rapidly increasing population and the associated expectation and pressure to provide a continuously growing and improving health service to cater for this influx.

Recently, West Moreton Hospital embarked on a Print & Imaging program which is now in the final stages of roll-out. Partnering with Fuji Xerox, the hospital was able to drastically reduce clinical risk, by printing arm bands instead of hand writing them; improve printing productivity & security, through the use of follow me printing; and reduce the physical space required by the 430+ devices.

Nasa's passion for the health industry was evident throughout the presentation, and in particular for this program.

André Snoxall then took the stage to share with us a snap shot of the time he spent working in the UK, within the NHS. André has extensive experience in the Health Care Industry, having worked in various roles around the world for almost ten years. His presentation provided the audience with an interesting comparison of some of the differences of working with UK Health & US Health systems.

André detailed the hard lessons learnt during his time at the NHS, and the actions he took to overcome the challenges with large software implementations. It was interesting to hear his observations from the program, including firsthand experience working with a number of difficult vendors. André also discussed the importance of business change and the impacts that change has through the course of a program. 



*Left: Nasa Walton, CIO, West Moreton Hospital
Right: André Snoxall, Programme Director, Queensland Hospitals*

Since 2012, M&T Resources' IT Health Workshops have been providing senior-level health technology people, including CIOs and emerging leaders a space to share insights, discuss ideas and network. Emily Martyn, our Health Account Manager, reports on the insights from the latest workshop, covering Print & Imaging-as-a-Service at West Moreton Hospital and a retrospective view on past programs completed within the UK's National Health Service (NHS).

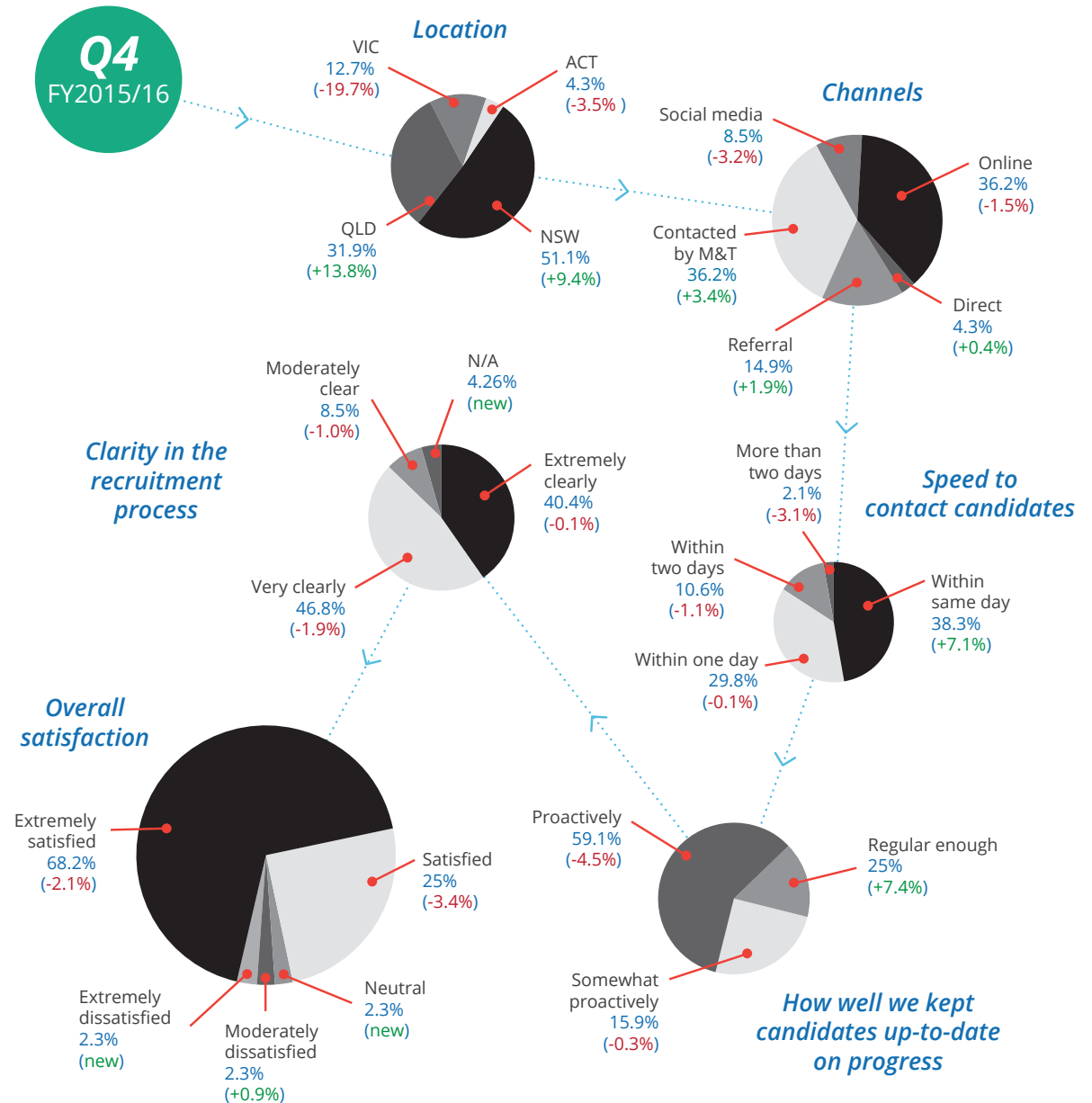
YourView Survey - Candidate Satisfaction

A big Thank You to all our candidates who've taken the time to fill in our YourView Survey. Your feedback helps us continuously improve our services.

- » Last quarter, NSW and QLD both recorded a rise in survey completion.
- » Channel-wise, we saw an increase in candidates who were directly 'tapped on the shoulder' by our employees. This is followed by an increase in referrals. Simultaneously, the biggest drop was in online job boards applications and social media engagement.
- » This activity reflects the current candidate-driven recruitment market in the technology and business space. With candidates in high demand, they are not proactively applying for jobs.
- » Service level wise, we've seen a positive increase, recording an increase in same-day contact speed, and a decrease of candidates who were contacted in more than 2 days.
- » In terms of communications, we have received only positive responses this quarter, with all negative feedback coming in at 0%, highlighting increased clarity in the recruitment process, as candidates are kept up to date with good regularity.
- » Overall satisfaction has seen an increase in "Extremely Satisfied" and "Satisfied", bringing overall satisfaction to 93.2%!

All feedback is reviewed by Chris Sandham, Managing Director of M&T Resources, and relayed back to all local teams for continuous improvement. 

Congratulations to Ian Berry, VIC - winner of the last YourView Survey draw and new owner of a Bose Soundlink Mini!





We are proud of the fantastic service our team provide for our clients and candidates. Here is a snapshot of some of the excellent feedback we have received over this Financial Year.

"I found M&T really refreshing to deal with. I had also been engaged with a number of other agencies. Once the recruitment decision had been made in favour of another candidate, not one of the other agencies followed up with feedback or any other possible opportunities. M&T on the other hand always provided immediate follow-up, calling about other potential roles. Once I had signed a contract (not via an agency), M&T continued to follow up that things were working out for me. As a result of this level of personal attention, Gabby was the first person I contacted about the search for my next role. I have been very impressed with M&T. I even won one of their draws for an iPad!"

"Laure has set a very high standard of service. She helped me through the whole process and provided a lot of support for me to achieve this. Kindly continue providing the experience to all your clients and doing the good work that you do throughout."

"Thanks to Jacquie for providing CV and interview tips, leading me to secure an exciting new position following my maternity leave."

"I still remember the day of Lorena's (golden) call when she asked me to come in for an initial interview. Since then the time has gone so fast. good things have happened and I am already in my 4th week at work. I am really happy and blessed for everything that has happened this month, all thanks to Lorena for the support and guidance. She made it all possible and gave me a wonderful recruitment experience, with her super fast response and feedback. Thank you!"

"M&T are true recruitment professionals. They are relationship builders, not transactional recruiters. Their honest approach, and commitment to balancing the needs of the client with the needs of the candidate is refreshing and appreciated."

"Thanks for giving me a wonderful recruitment experience. You surely are different from the recruiters I have met until now. Being it my first job in Australia the confidence and guidance you gave me during the interview process were priceless. With your support my job search has ended and I absolutely love the work I am doing. No words to thank you. You are a SUPER RECRUITER."

"This is a way to say thank you so much! You believed in my skills and knowledge. I will do my best everyday!"

"I liaised with several recruitment agencies. If ever there was a day I had to leave my career development in external hands, few would definitely be on my local call list. I was delighted by the great attitude shown by Gabby Alldis in Sydney ... These people are worth talking to."

"I found Florent to be diligent in following through on commitments and relentless in pursuing opportunities or candidates behalf of those he represents. He takes care of candidates whom he works with and I am very happy to work with him."

"Having dealt with a number of recruiting people in my time it was refreshing to get follow up from Gabby, without me having to chase her, on the status of the opportunity I applied for. This is something that in my experience very rarely happens."

Team News @ M&T Resources

We had a great Q4 and start to the new Financial Year at M&T Resources, with new starters and exciting life events to celebrate.

Welcome to our new employees...

NATALIE KEAM
Recruitment
Consultant, QLD

RACHEL JAMES
Account Manager,
NSW

JACQUI CONNAUGHTON
Recruitment
Consultant, VIC

NEHA ATREYA
Recruitment
Consultant, VIC

MEGAN COOPER
Delivery Coordinator,
VIC

VICKI HOPE
Marketing &
Communications
Manager, NAT

Congratulations go out to...

*Signing up
for ITCRA
Certification*

VINCENT COTE-BOUCHER
Recruitment Consultant, VIC

JASMEET NARULA
Recruitment Consultant, ACT

JANE KNAPP
Account Manager, QLD

*Promotions
at M&T
Resources*

LORRAINE RYDER
Business Development
Manager, QLD

JANE KNAPP
Account Manager, QLD

Engagement

RYAN LENTON
Account Manager, NSW

*Birth of
baby boy*

HAYDEN LINES
Account Director, NSW

*Relocating
to
Melbourne*

RYAN LENTON
Account Manager, NSW



A little snapshot of what we have been up to






 M&T Resources' offices.

 SMS Management & Technology offices in Adelaide, Perth, Hong Kong, Singapore and Manila.

ACT

Ground Floor
8 Brindabella Circuit
Canberra Airport ACT 2609

 02 6279 7170

VIC

Level 41
140 William Street
Melbourne VIC 3000

 03 9674 3388


NSW

Level 11, MLC Centre
19-29 Martin Place
Sydney NSW 2000

 02 9259 8877

QLD

Level 13
259 Queen Street
Brisbane QLD 4000

 07 3215 7222



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