

Certified



Corporation[®]

TOTUM

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Totum: Your specialist recruitment partner for business growth

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About Totum Partners

“They invest time in us. I know they have lots of clients, but I feel like I am the only client.”

Totum is the only executive search and recruitment firm solely dedicated to placing business services professionals and teams across the professional services sector. As a certified B Corp, we focus on responsibly sourcing exceptional talent and have specialised in this space for more than 20 years, earning an unparalleled reputation for excellence, championing the development of diversity and inclusion across the board.

Whatever your focus - whether you are an international, multi-jurisdictional business or a boutique, specialist, City, or national practice - we have the expertise, and extensive networks, to achieve lasting placements that markedly improve commercial capabilities.

We pride ourselves on sourcing even the most difficult-to-find business services talent, across all specialisms and levels of seniority. We partner with clients to meet multiple requirements, taking the time to understand unique business needs.

We often scope out newly created roles, recruiting teams from scratch, and source new skills across disciplines to support the rapid expansion of a function's capabilities.

We never take a 'one size fits all' approach – we tailor our recommendations to each role and consistently deliver shortlists and candidates representing the best choice of a diverse range of talent from a breadth of industries. Our 97% success rate on leadership projects since 2020 is just one example of our ability to consistently deliver excellence in recruitment outcomes.

Our areas of specialisms include: C-suite Leadership, BD & Marketing, ESG & Responsible Business, Finance, General Management, HR/ People & Operations, Project Management, Specialist Management, Technology and Transformation & Change.



Partnerships beyond placements: we have collaborated with many clients for years across multiple roles and functions. Our approach is enhanced by our commitment to a shared-learning culture.



Extensive thought leadership and research: articles, surveys, research reports, blogs and podcasts enable us to share market insights across issues including compensation and reward strategies, the hybrid workplace, organisational structure, leadership and diversity trends.



In 2022/23, over a third of our leadership placements were for business roles at Chief level, including CEO, COO, CFO, CIO, CKO, CMO, CPO, and CTO.



Extensive market knowledge that enables us to be honest, challenge assumptions, champion innovation and deliver new skills and capabilities across teams.



We provide access to career coaches, who can help candidates successfully transition into their new roles. Assigning a coach for the first six months to new Chiefs is something that we would recommend considering.



An unrivalled network in the UK and internationally. Unlike most agencies, our directors continue to recruit, building on decades long client relationships and market experience. That's one of the reasons why 96% of candidates we place stay with their firm for more than two years.



Our business services specialisms

Totum is able to source and secure a diverse set of skillsets for different, often new job functions for our clients. These roles include, but are not limited to the following:

C-Suite Leadership

- Strategic Leadership roles including partner-level leaders across all business services functions.
- Chief Executive Officer, Chief Operating Officer, Chief Finance Officer, Chief Information Officer, Chief Information Security Officer, Chief Knowledge Officer, Chief Marketing Officer, Chief People Officer, Chief Technology Officer.
- NEDs.

BD & Marketing

- **Director:** Business Development, Marketing, Client Development, Communications.
- **Head of:** Business Development, Marketing, PR & Communications, Client Relationship Management (CRM), Brand, Research & Insights, Marketing Operations, Digital & Marketing Technology, Events.
- **Senior Manager:** Business Development, Marketing, PR & Communications, Internal Communications, CRM, Research & Insights, Marketing Operations, Marketing Technology, Sales, Events.
- **Manager:** Business Development, Marketing, PR & Communications, Internal Communications, CRM, Research & Insights, Marketing Operations, Sales, Events.
- **Senior Executive, Executive and Co-ordinator:** roles encompassing the entire mix of functional or generalist responsibility highlighted above.

Finance

- **Director:** Finance, Pricing, Commercial, Partnership Tax and Partner Affairs.
- **Head of:** Revenue Management, Commercial Finance, FP&A, Financial Controls, Finance Systems, Financial Operations.
- **Senior Manager:** Business Intelligence, International Tax, Revenue, Pricing.
- **Manager:** Cashier, Finance Business, Global Mobility, Billing, Financial Analysis.
- **Additional level roles include:** Analyst, Financial Analyst, Billing Coordinator, Pricing Analyst, Cashier, Management Accountant, Revenue Controller, Tax Adviser.

HR/People & Operations

- **Director:** HR, Talent, People & Culture, Operations, Facilities.
- **Head of:** HR/People/Culture, HR Business Partnering, People Advisory, EDI, L&D, Reward, Talent/Recruitment, Future Talent/Early Careers/Graduate Recruitment, HR Operations, Responsible Business/Sustainability/ESG, Operations, Facilities.
- **Senior Manager:** HR, HR Business Partnering, EDI, L&D, Reward, Recruitment, Graduate/Early Careers, HR Operations, Business Manager, Practice Manager, HRIS, Talent Development, Responsible Business/Sustainability/ESG.
- **Manager:** HR, HR Business Partner, L&D, EDI, Reward, Recruitment, HR Operations, Graduate/Early Careers, Business Manager, Office Manager, HRIS, Talent Development, Sustainability, Inclusion & CSR, Responsible Business/Sustainability/ESG.
- **Senior Advisor, Advisor, Co-ordinator and Officer:** roles across generalist HR, L&D, EDI, Reward, Wellbeing, Inclusion & CSR, Recruitment, Graduate/Early Careers, HRIS.

Technology

- **Director:** Information Technology.
- **Head of:** PMO, Service Delivery, IT Change, Infrastructure, Architecture, Data, Security, Technology, Systems/Applications, IT Operations, Business Analyst, Cyber Security.
- **Manager:** Data, Technology, IT Project, IT Change, Infrastructure, Service Delivery, Architecture, Product, Development, Cloud, DevOps, Security.
- **Additional level roles include:** Enterprise Architect, Technical Architect, Solutions Architect, Infrastructure Architect, Network Architect, Cloud Architect, Data Architect, Application Architect, IT Change, IT Project Manager, Project Manager, Business Analyst, IT Programme Management, Application Support Engineer, Application Specialist, Information Security Specialist, IT Security Engineer, Data Scientist, Data Analyst, Infrastructure Engineer, Cloud Engineer, Network Engineer, EUC Engineer, M365 Specialist, DevOps Engineer.

Transformation & Change

- **Director:** Programme Management, Transformation, Innovation, Change, Project Management.
- **Head of:** Change, Service Excellence, Business Improvement, Process Improvement, Business Process Re-engineering, Continuous Improvement, Practice Operations, Operations Solutions, Resource Management, Strategic Projects, Innovation, Transformation, Project Management.
- **Manager:** Project, Change, PMO, Innovation Hub, Product, Resource, Service Delivery, Strategy, Product Development, Project Management.
- **Analyst level roles include:** Project, Business, Data, Change, Programme, Service Excellence, Process Improvement, Continuous Improvement, Practice Operations, Resource Management, Strategic Projects, PMO, Service Delivery, Product Development, Project Management.

Our values as a business

Diversity, Equity & Inclusion

Diversity, Equity and Inclusivity are part of the fabric and culture of our business. We work hard to ensure the initiatives we put in place improve the way we collaborate with clients and candidates. We monitor the profiles of both our team and all candidates we meet, and report our findings annually as a means to measure results and implement improvements. [See our diversity report](#) for more detailed analysis of our most recent data.

Our Charities

We work closely with and support three charities: [Alfies Wish](#), [CPRE The Countryside Charity](#), and [Support SEND Kids](#).

They are our focus for long-term partnerships as well as one-off fundraisers. In addition, as part of our Refer a Friend scheme, we donate £50 to one of these charities with every placement we make.

Totum Foundation

Established to provide funds, resources and support to help individuals and organisations across employability, education, health and the environment, the [Foundation](#) includes our Totum Bursary to support students, as well as charity partnerships. Our efforts in these areas remain steadfast, and we are committed to providing updates on our progress. Read our full [purpose report](#) to see how we are planning to progress our impact.



An outstanding record in placing an equal number of women and men into leadership roles. From 2020 to 2023, we placed an average of 47% men and 53% women into business services leadership roles at Director and Chief level.



In 2023, over a third of our candidates (36%) came from a Black/Black British, Asian/Asian British or mixed/multiple ethnic group, a statistic that has been improving year on year.



Totum is a certified B corporation, reflecting our longstanding commitment to making positive difference in all that we do. We believe that profit and caring can - and should - go hand in hand.

What our clients say about us

Very good at connecting in a sincere and authentic way.

You want people on your side - and its very much like that, not us and them.

Working with Totum feels like working with really normal, hard-working people, who want to do their best.

They are lovely, lovely people - knowledgeable and insightful.

People trust them whether as a client or a candidate.

They have a nice balance of being professional and being caring human beings.

**If you would be interested in
finding out more, including
recent placements, contact:**

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