

Values pay off for everyone

The values of Duncan & Ryan Associates haven't changed from day one, managing director Bruce Duncan says.

The company was set up in 1994 on the values of honesty, trust and respect by Bruce Duncan and Brett Ryan.

"The values have been a long-term investment, and every month they pay off more and more for our team, clients and candidates," Mr Duncan says.

"They aren't artificial, they are simply who we are.

"But as we have grown and developed our permanent, contracting and senior management placement work we have had to work hard to develop business processes, systems and training to live up to the standards implied in these values.

"We have found, as we grow, the only way we can meet the challenge of our values for our clients and candidates is to work as a team. That and our specialist knowledge is what sets us apart in the industry.

"It is what makes us different."

Clients appreciate the difference the Duncan & Ryan Associates team approach can make, he says.

The company's IT recruitment specialist, **Michael Vukcevic**, says the reason the curriculum vitae they put forward have such a high success rate is due to a range of factors.

"First on the list are the systems behind our team. You have to see our offices to understand the team culture."

Duncan & Ryan Associates has an open plan work environment where the team can share information and discuss who is the best candidate for the client.

"We solve problems together. We do not treat each other as rivals, and we encourage and support each other," Mr Duncan says.

"The next important thing we do is only put a curriculum vitae forward if we believe the candidate fits the organisational culture, and only if we have their permission."

The team environment enables Duncan & Ryan Associates to provide the best recruitment support and advice to clients and candidates.

Mr Vukcevic and Steve Brown were part of the team that developed Duncan & Ryan Associates' vision, mission statement, values and slogan: "This team works for you".

Mr Vukcevic says the process of defining Duncan & Ryan Associates was an excellent way to take stock and focus on what was important.

"It helped us really understand why we come to work.

"It also made us value what was unique about us and understand what truly makes us different in the marketplace.

"The values we have identified that make us unique now guide us in developing our systems.

"They allow us to grow the business and expand in a disciplined way."

Mr Brown says the process of developing the vision and values made him realise the team shared the same personal values.

"We debated the slogan for a long time because it had to be right.

"We chose it in the end because it is simple, and means something for us as team members. We strive to make sure it means something for our clients and candidates.

"It is who we are as a company. Once we have a trusting relationship with our clients we can add value, to provide a service and meet their needs. The same principals work with candidates.

"Our work is not about hard selling, it is about building relationships of trust.

"Relationships built on trust are the assets of our business."

CAPTION:

Duncan & Ryan Associates managing director Bruce Duncan.

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