

Case Study

Mickey Piper – Senior Manager (Higher Education)

Christ's College, Cambridge

1/26

Title	Campaign to recruit a Head of Estates
Background	<p>Founded in 1505, Christ's College is distinctive amongst the Cambridge Colleges. It offers strong tutorial support to its students as they pursue their academic work. While excellence in scholarship is especially prized at Christ's, all members are encouraged to explore a wide range of outside interests, and many extra-curricular activities flourish amongst the students: sport, music, drama and films, debating, and many, many more.</p> <p>After nearly 20 years, the Head of Estates was moving on and so there was a need to identify a new Head of Estates, that could continue to deliver a first-class estate to the staff, academics and students. With a significant capital project to deliver as well as the day-to-day management of the Estate, the Bursar met with Mickey Piper (Morgan Hunt) who helped shape the job specification and lead the search to appoint a successor.</p> <p>Central to this search was a broad technical and personal skillset that demanded the ability to deliver cutting edge capital projects, maintain an estate that includes the modern, the historical and the listed and do so in a way that minimises impact on the staff and students.</p> <p>Mickey managed all the applications producing a long list of 12 candidates, of which 6 were then invited to interview, which included a short tour of the estate, a meeting with the bursar and a panel interview and the appointment was made thereafter.</p> <p>The feedback from the Bursar, Domestic Bursar and the Head of HR was excellent, having been impressed with the level of service, frequent updates and candidate quality.</p>
Challenges	<p>Clearly articulate the specific problems or risks faced by the client before Morgan Hunt's involvement. Avoid vague statements.</p> <p>Please address:</p> <ul style="list-style-type: none"> • Operational, strategic, or resourcing challenges • Constraints (timescales, budgets, skills shortages, regulatory requirements) • Risks to service delivery or outcomes if issues were not addressed • Compliance, safeguarding, or performance risks • Market conditions (e.g. hard-to-fill roles)
Actions	<p>Describe exactly what Morgan Hunt did. This should demonstrate capability, methodology, and added value & not just standard recruitment activity.</p> <p>Please include:</p> <ul style="list-style-type: none"> • Approach taken (strategy, planning, stakeholder engagement) • How roles or requirements were scoped and prioritised • Sourcing and attraction methods used • Screening, compliance, and quality assurance steps • Account management and communication approach

	<ul style="list-style-type: none"> • Any innovation or adaptation to client needs • Number of candidates sourced / interviewed / shortlisted • Time taken at each stage of the process • Use of talent pools, market mapping, or specialist networks • Compliance standards met (e.g. safer recruitment, audits)
Results	<p>This is the most important section. Focus on outcomes and impact, not activity. Wherever possible, compare before and after.</p> <p>Please cover:</p> <ul style="list-style-type: none"> • What was delivered against the original brief • Benefits to the client organisation • Improvements to service delivery, performance, or stability <p>Mandatory evidence (include as many as possible):</p> <ul style="list-style-type: none"> • Number of roles filled / assignments completed • Time-to-hire improvement (%) • Retention or assignment completion rates • Cost savings or cost avoidance (£ or %) • Client satisfaction feedback (quotes or scores)