



Case Study

Sureway

The Challenge:

Key senior leadership role for large regional areas based in Wagga Wagga, NSW

Recruitment of a General Manager, JobActive

Established in 1991, Sureway Employment and Training started life as a training provider with a vision to upgrade the skills of the workforce in rural, regional and remote NSW. The expansion into Employment Services in 1998, increased Sureway's footprint to regional Victoria and South Australia.

With its head office in Wagga Wagga, today Sureway offers clients assistance through the Federal Government funded jobactive, Disability Employment Services (DES) and Career Transition Assistance (CTA) programmes, as well offering training through its Registered Training Organisation. Having achieved a five-star ratings across many of its Disability Employment Services (DES) sites in January 2020, the focus of the organisation was to lift the performance of the jobactive contract in preparation for the forthcoming contract tender and subsequent new contract commencing in July 2022.

In late 2019, Sureway went out to market for the role and successfully appointed a candidate into the position however Parkhouse Bell were approached in early 2020, after the appointed candidate withdrew from the role days prior to the scheduled commencement. Parkhouse Bell was tasked with conducting an expedient but thorough executive search for a new General Manager who could increase performance across multiple geographically dispersed teams and prepare the division for the new jobactive tender and growth into 2022 and beyond.

Following a four-week search and selection process, Parkhouse Bell presented six suitably experienced senior candidates to Sureway, of which four were selected for interview. Two candidates were considered to be front runners and psychometric testing and reference checking ensued.

An offer was made to one of the candidates, who then commenced in March 2020 to begin the important work of driving performance across the regions.