

Informed are an effective, friendly, and knowledgeable niche consultancy that provide contract & permanent recruitment services in everything IT, Business Change, Digital Transformation and Housing & Property Technology.



Vale of Glamorgan Council (Welsh: Cyngor Bro Morgannwg) is the local authority for the county borough of the Vale of Glamorgan, one of the principal areas of Wales.

The Council aims to deliver the right services to the right people at the right time and at the right costs.

The Challenge

Vale were in the midst of implementing NEC Housing and faced a critical deadline ahead of a planned go-live. Numerous letters, reports, and customer comms needed to be developed and tested within a short timeframe. The requirement called for a consultant with specialist expertise in NEC Housing, Communication Suite database structures, and SQL. Finding an individual with both the technical capability and practical experience of producing DTI letter templates and housing specific comms presented a significant challenge within a very niche and highly specialised market.

The Strategy

Following a detailed consultation with the client, we conducted an extensive market mapping exercise focussing on the key requirements.

Particular emphasis was placed on acquiring hands-on experience of NCS/DTI letter templates, NEC databases, SQL skills, and Communication Suite functionality. Leveraging our network across the housing technology sector, we targeted both active consultants and passive candidates with relevant project backgrounds. This approach enabled us to build a targeted and select shortlist of specialists capable of supporting the client's immediate requirements

Following a thorough vetting, a Consultant was sourced with the required key skills, and who fit the culture within the client. They were also in a position to work flexibly around the needs of Vale. The project.

The Solution

was consequently delivered on time.

"Informed Recruitment were great people to deal with... At short notice, we were provided a good range of experienced consultants who met our requirements... the 'on boarding' process was smooth and straightforward... We are really happy."

Nick Jones, H&S Projects Manager



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