



case study



At Success Recruit, we believe the strongest partnerships are built on trust, longevity, and a genuine understanding of people and business and our relationship with Seymour House is a perfect example of that.

Objective

We have worked with Jonathan Player, Managing Director of Seymour House and Nursery Kitchen, for almost a decade. Over the years, our role has evolved from recruitment partner to trusted advisor, particularly as Jonathan's businesses continued to grow and his leadership demands increased.

When the need for senior support became clear, we approached the challenge with care, understanding that this was not simply a hire, but a pivotal decision that would directly impact how Jonathan worked and led his business.



the challenge

As Managing Director (MD), Jonathan's time was increasingly absorbed by diary management, planning, coordination, and supporting others across the business. While essential, these responsibilities were pulling focus away from strategic growth, leadership, and long-term decision-making.

Although Jonathan recognised that senior Executive Assistant (EA) support was necessary, he was understandably cautious about delegating his workload.

He needed someone who could operate with confidence, discretion, and initiative and someone who could work alongside him as a trusted partner rather than provide traditional administrative support. Finding the right individual was critical.

Testimonial

"We are grateful that Vicki has always taken the time to truly understand our business and, more importantly, the people who will genuinely flourish within it. Having worked with Vicki for nearly a decade now, she is a recruiter who genuinely values our time and only ever shortlists candidates who can join and support the growth of the business.

She has placed many senior and critical team members for us, all of whom remain within the business many years on. I am very grateful to know and work with her as a recruiter"



the solution

By taking time to fully understand Jonathan's pressures, priorities, and working style, we were able to define exactly what he needed and this allowed us to successfully place Tracy, a highly capable Executive Assistant who quickly became integral to the business.

Supporting Jonathan and the Strategic Leadership Team (SLT), Tracy coordinates key projects, prepares management information, and acts as the central communication point for the SLT. Her ability to bring structure, clarity, and calm keeps the leadership team, and the wider business, on track, enabling Jonathan to focus on building and growing the company.

Now, nearly five years on, Tracy remains in the role, and Jonathan continues to operate with confidence, knowing his time is protected and that he has trusted, consistent support ensuring continuity and smooth day-to-day operations even when he's not available.

Results

- Significant time reclaimed for the Managing Director, enabling greater focus on strategy and growth
- Improved structure and efficiency, with seamless diary, planning, and coordination support
- Stronger leadership impact, supported by proactive, senior-level EA partnership
- Long-term retention, with the EA still in post after 5 years
- Sustained business growth, allowing the MD to lead with clarity and confidence



get in touch

Whether you're growing a team or searching for a role, experience the difference of working with a recruiter who puts people first.

Get in touch today: 01245 409839

We don't just talk about great service - we live it, breathe it, and deliver it every day!