



# Impact report:

**on Gender Diversity in  
Financial Services 2021**



# Our mission



In 2016 Dominie Moss set up The Return Hub, a unique, search consultancy with two main objectives:

- To connect organisations who want better diversity (particularly gender diversity) at mid and senior levels with talented professionals who want to relaunch or transfer their careers in financial services.
- To help women who have had a career break, or want to career pivot, secure employment in the financial services industry.

The Mission – to help more companies reach this talent pool and promote, develop, and retain women in the workplace.

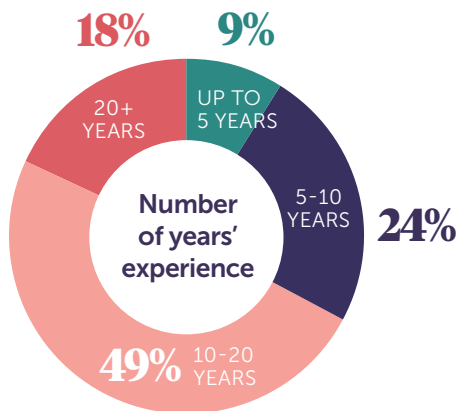
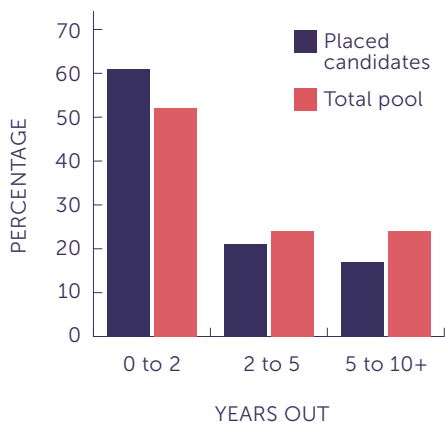
# Our candidates

There are many reasons why your search might not find our talented candidates. They may have been looking after family, travelling, running their own businesses, working in an alternative sector or upskilling themselves with new qualifications. Our returners are not all parents, over 70% are looking for full time positions and with the ever-changing work landscape they will increasingly not just be women.

**75%**

VIEW CAREER DEVELOPMENT  
AS A TOP PRIORITY

## Years out of work



Returners are a diverse and hidden talent pool that cannot be found by traditional search methods

**Career Development**

**Career  
Academy**

**Helping  
3,000+ women  
get back to work**

We believe in supporting as many women as possible to reach their potential, to gain access to the opportunities they deserve.

## Helping over 60



## organisations to create a more diverse culture

The Career Academy (for candidates), is a high-quality one stop shop for career development. Returners are supported to reach their potential via webinars, mini-master classes, and tutorials to upskill themselves including:

- CV Writing
- Interview Preparation
- Networking
- Personal Brand
- Personal Coaching
- Personal Development
- Resilience
- Work Life Balance
- Career Strategy

The Career Academy (for business) trains and educates Hiring Managers on how to attract and retain women with toolkits to help them get what is important from the interview process.



**free career development  
events featuring leading  
experts delivered in  
person and online**

# Campaigning



## Government Pledge

Through a priority database, The Return Hub has access to metrics to inform their research and be at the forefront of the changing landscape of DE&I. Working with the Women and Work All-party Parliamentary Group, The Return Hub's research contributed to multiple reports including "Recruiting women in the 21st Century". This research led directly to the Government pledging £5m towards Returnships in the Spring Budget 2017.

## Campaigning



Campaigning helps us to gain visibility amongst our candidate pool and highlights the positive changes that can and are being achieved within our partner firms.

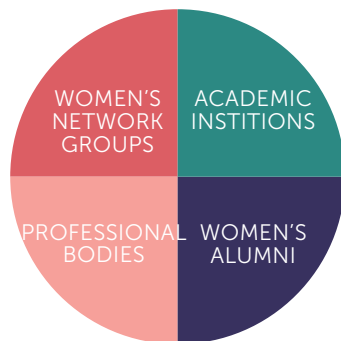
# 42%

OF OUR PLACED CANDIDATES COME  
VIA CAMPAIGNING IN OUR COMMUNITY

# 58%

OF OUR PLACED CANDIDATES  
COME VIA WORD OF MOUTH

## Reaching 1k+ executives:



Whether facilitating or speaking at events, talking on podcasts, working with universities and professional bodies or helping to influence change at board level, since inception we have been helping to influence strategic change showing how returners can benefit organisations.

**Columbia and Stanford Business School**

**Imperial College Women's Network** | **LIBF** | **CFA**

**London Business School** | **100 Women in Finance**

**City Women's Network** | **The Diversity Project**

**Championing Women's Equality** | **WIBF**

BBC  
RADIO



sky

Business  
Live

FT

LEVEL  
20

The Telegraph

Evening Standard

THE SUNDAY TIMES

FT ADVISER

PERSONNEL TODAY

METRO





# Brand elevation

**Helping firms bring  
brand and culture alive  
to a targeted audience.**

**3.5k+**

TARGETED FINANCE  
PROFESSIONALS IN THE  
RETURN HUB COMMUNITY.

**45.5%**

NEWSLETTER OPEN RATE

**5.5k+**

SOCIAL MEDIA FOLLOWERS



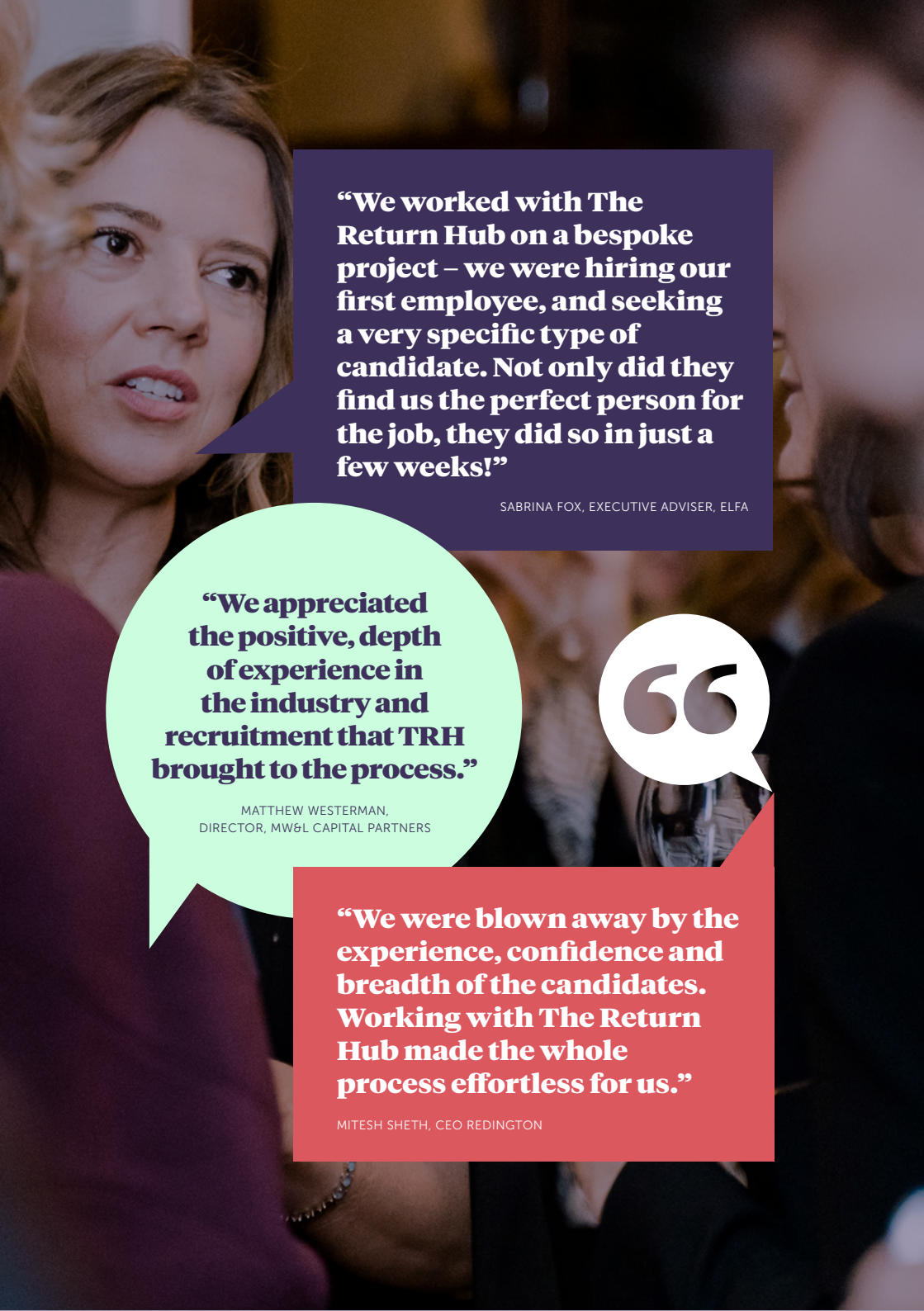
# 100+ women placed

Each candidate we place helps make their own impact on the organisation. The majority of our returners are hired into permanent roles in City firms, and we follow their journeys and see them grow. A candidate from our very first Returnship at Redington in 2017 is now on the Board of that firm and one of our more recent placements has just been promoted to MD at Nomura.

**1,400+**  
INTERVIEWS  
ORGANISED

**89%**  
RETAINED IN  
THE ROLE

**68%**  
PLACED INTO A  
DIRECTOR ROLE  
AND ABOVE



**“We worked with The Return Hub on a bespoke project – we were hiring our first employee, and seeking a very specific type of candidate. Not only did they find us the perfect person for the job, they did so in just a few weeks!”**

SABRINA FOX, EXECUTIVE ADVISER, ELFA

**“We appreciated the positive, depth of experience in the industry and recruitment that TRH brought to the process.”**

MATTHEW WESTERMAN,  
DIRECTOR, MW&L CAPITAL PARTNERS



**“We were blown away by the experience, confidence and breadth of the candidates. Working with The Return Hub made the whole process effortless for us.”**

MITESH SHETH, CEO REDINGTON

# Economic impact

of women returning to  
senior level positions



**£17m+**  
CONTRIBUTION TO THE ECONOMY

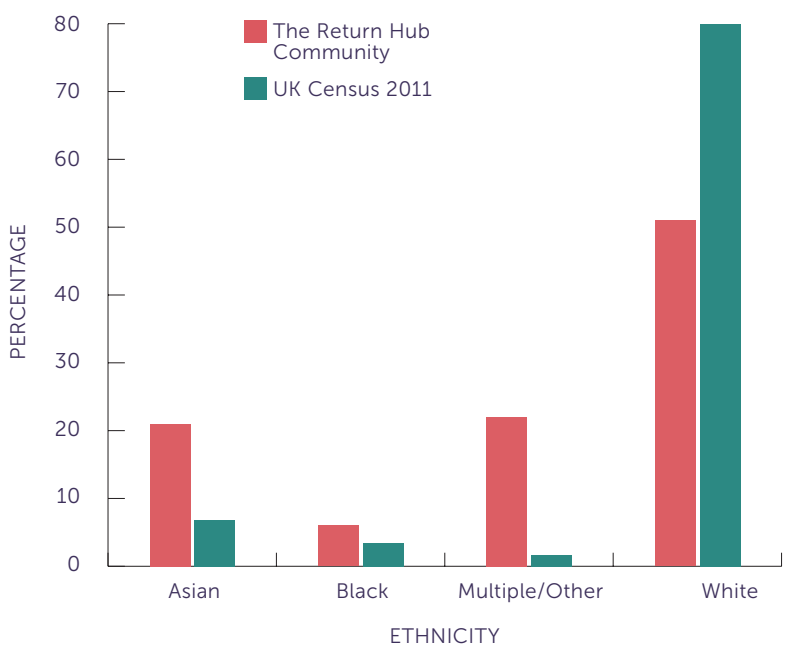
**£1.3m+**

AVERAGE ANNUAL PENSION CONTRIBUTION



# Increasing diversity within Financial Services

We help firms create a pipeline of diverse talent and we place current and future leaders from our network into these organisations. Breakdown of candidate ethnicity:





“

**“The Return Hub team delivered a good selection of high quality candidates in line with our brief, and we were delighted to extend an offer to a returner who had taken a planned break following a stellar career in the banking sector.”**

STEPHANIE ASHMORE, CHIEF TALENT OFFICER,  
G.NETWORKS COMMUNICATIONS LTD

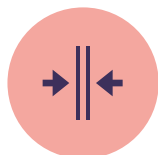
**“Now I am helping to hire, I can honestly say that everyone wins when someone re-enters the workforce. The Return Hub continues to be a trusted advisor, guide, colleague and client”**

LEE GEORGS, MD, COO  
REDINGTON  
(PLACED BY THE RETURN HUB)



# Impact on employers

Partnered with FTSE 100 companies, SMEs and start-ups in Financial services to:



Embed diverse hiring strategies to help lower the gender pay gap.



Influence, train and develop hiring managers, equipping them to think differently.




Deliver tangible results, increasing the diversity of their teams.



Provide credible evidence of progress on diversity for counterparties, investors and stakeholders.



Elevate their company brand and vision amongst a targeted community.



**“As a member of The Return Hub, we have continual visibility of highly-qualified, relevant, gender diverse, candidates that would otherwise be very difficult to find.”**

CAREN GRAY, GLOBAL HEAD  
OF HUMAN RESOURCES,  
WHOLESALE DIVISION, NOMURA

“

**“We hired our Director of Digital and data through our partnership with The Return Hub. Her extensive experience, knowledge and skills are helping us to innovate and shape our digital and data strategy. I am passionate about building high performing, diverse teams and the important work we do with The Return Hub is helping us to achieve this. ”**

CHRISTIANE LINDENSCHMIDT, CHIEF DIGITAL AND DATA  
OFFICER, MARKETS AND SECURITIES SERVICES, HSBC



# Contact us

Learn more about how we can help your organisation, get in touch:

dominie.moss@thereturnhub.com  
+44 203 907 8040

[www.thereturnhub.com](http://www.thereturnhub.com)

