



The Return Hub Overview

“Most companies understand *why* diversity is important. We help them with the *how*.”

DOMINIE MOSS, FOUNDER, THE RETURN HUB

WWW.THERETURNHUB.COM • INFO@THERETURNHUB.COM

Who we are

Set up in 2016 by Dominie Moss, The Return Hub is a leading financial services executive search and advisory firm designed to fill a significant gap in the recruitment market. We work with FTSE 100 companies to SMEs in the financial sector to help them build diverse teams at the mid and senior level from a hard-to-find talent pool.

THE TEAM: We are united by a common purpose to make the financial services sector a more diverse industry. Our combined experience spans executive search, financial services, technology, marketing and HR.

AWARD WINNING: We are an award-winning firm recognised in 2021 at the FT Advisers Diversity in Finance Awards as Trailblazing Company of the year and for Championing Women's equality



Dominie Moss
Founder



Sarah Thorne
COO



Claire Douglas
Managing
Consultant



Linda Baldwin
Engagement
Consultant



Jeremy Kemp
Consultant



Claire Sparksman
Marketing Manager



Carlota Carido
Office & Marketing
Coordinator



Tom Paterson
Chief Technology
Officer

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What we do

- Recruit at the mid and senior level for financial services firms
- Promotion of employer branding via our website, social media channels and speaking events.
- Design and delivery of Learning and Development tools to support the hiring, promotion and retention of diverse talent.

Our candidates are:

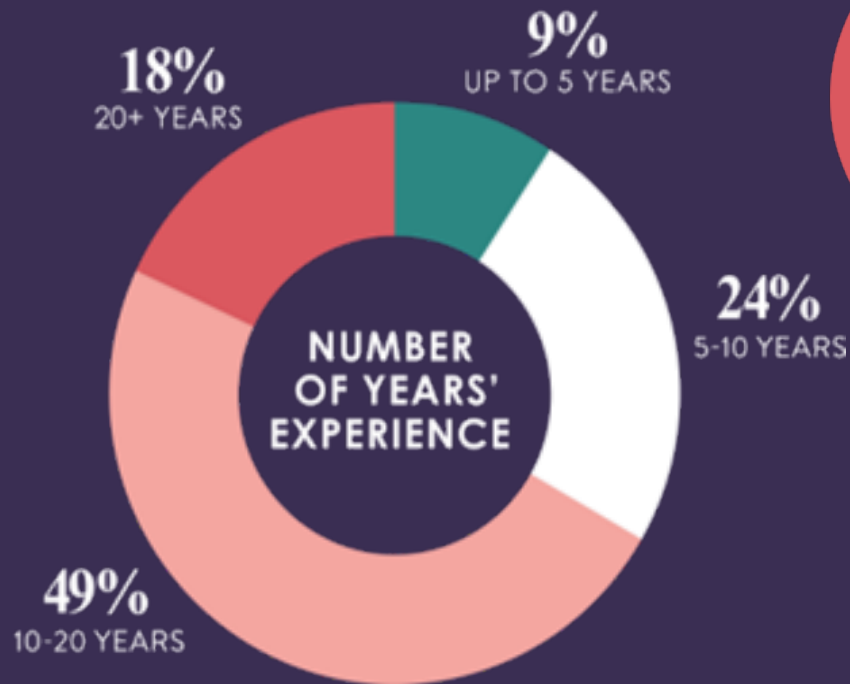
- Returning from a career break for any length and for any reason
- Have returned but to a role below their potential
- Looking to transition or pivot from their current role



Our member clients include

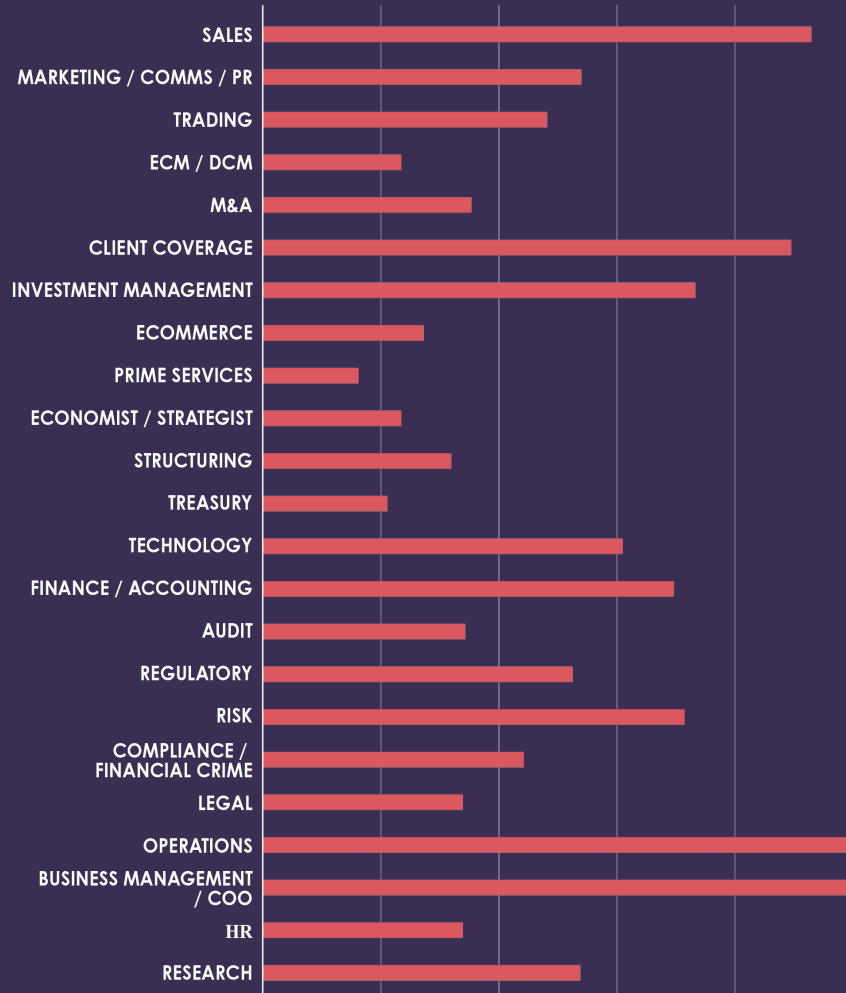


Our candidates at a glance

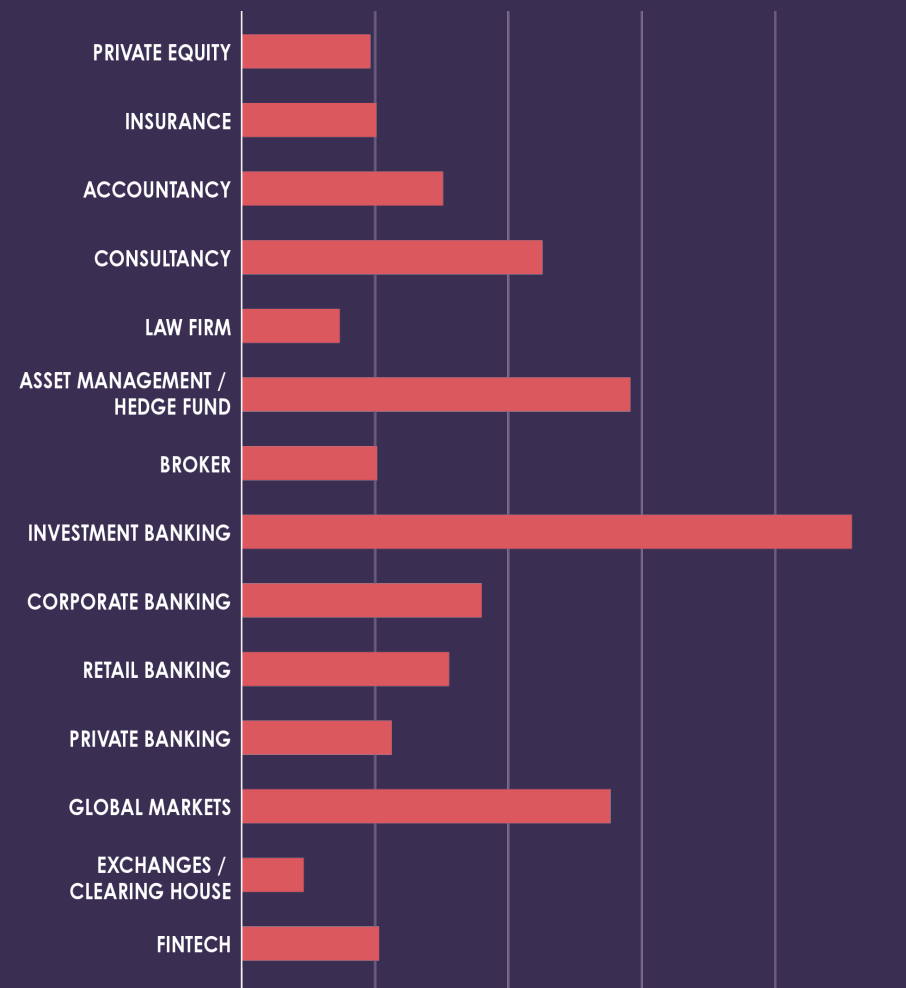


Our candidates at a glance

CANDIDATES BY SKILLS



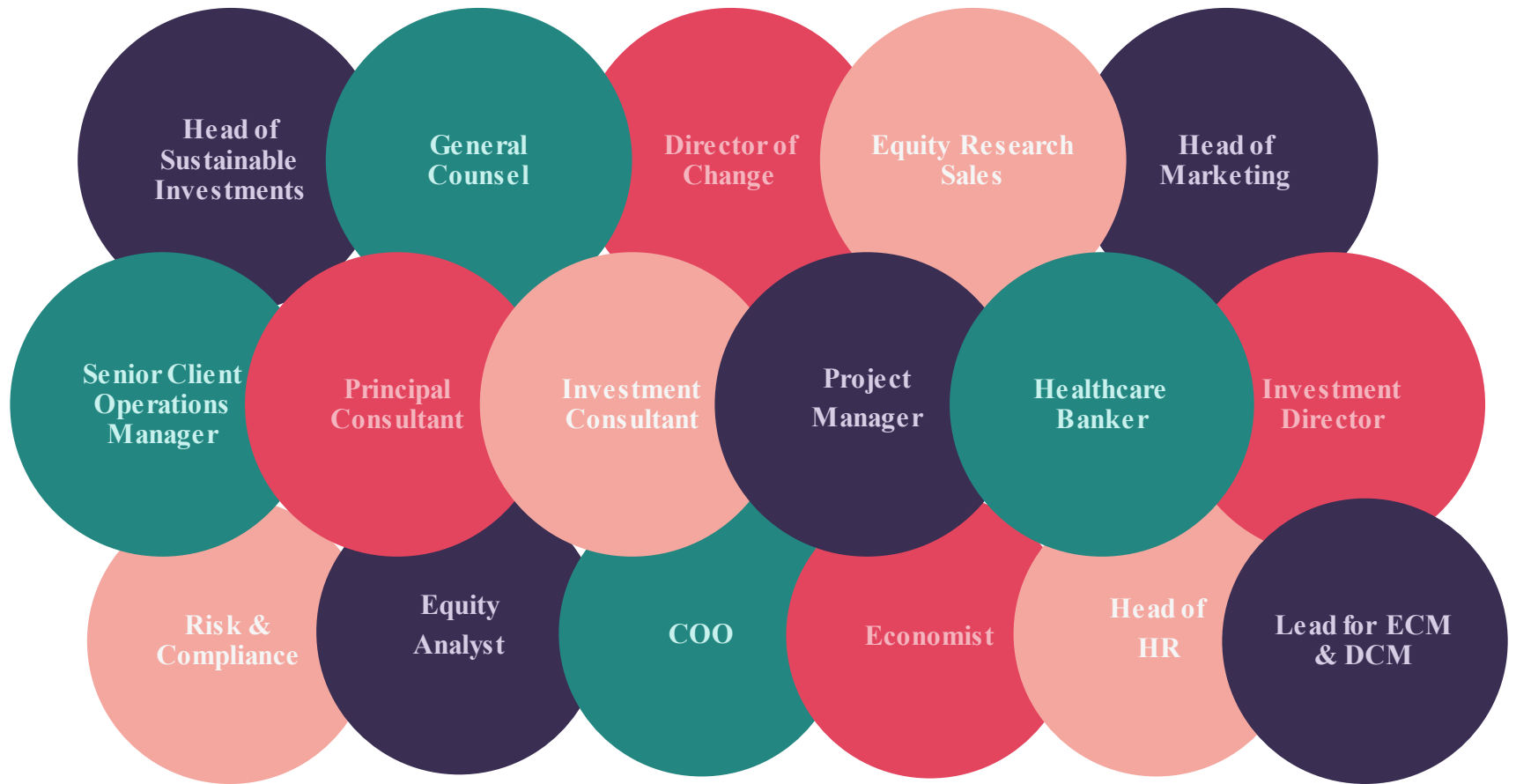
CANDIDATES BY SECTOR



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* This data is a snapshot in time and is subject to change

Track Record



A close-up, profile view of a woman with dark hair, smiling and looking upwards. She is wearing a red, textured top. The background is blurred, showing other people in a social setting.

The Career Academy

Our clients know that a successful diversity strategy must go beyond recruitment to include career development and retention strategies. It's crucial to embed best practice in onboarding new starters by supporting hiring managers and new hires. Our membership model includes access to The Career Academy, our digital career portal with a suite of online L&D tools to support this.

- Returner programme design and delivery
- Returner coaching
- Parental leave coaching
- Executive coaching
- Hiring manager workshops
- Interview training

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**Career
Academy** 

Case studies - Redington

To help move its gender pay gap from 21.6% to 0.2% Redington launched a return to work programme, in partnership with The Return Hub. The programme was led and sponsored by CEO, Mitesh Sheth

“The five women who came in started to add immediate value.”

Four women were hired by the firm in the first year of the scheme and went on to have full-time roles. One of the cohort, Lee Georgs is now on the Board, MD COO. She continues to work with The Return Hub, but this time as a client rather than a candidate.

“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, helping us in our ongoing efforts to improve our gender diversity.”

Lee Georgs, MD, COO - Redington



LEE GEORGS, MD, COO, REDINGTON

LEE WAS AWARDED THE 'MOST INSPIRING RETURNER' AWARD AT THE 2019 WOMEN IN INVESTMENT AWARDS.

Case studies – TD Securities

TD Securities work with The Return Hub on a talent led approach to hiring.

Natalie Murray, MSc and Chartered Fellow LIBF was placed as a Director, Enterprise Risk Management Director. With extensive experience gained over 15 years from top tier banks in London, New York and Singapore, Natalie has a wealth of knowledge as well as an enviable set of professional academic and banking qualifications

Sarita Clark had worked all over the world with firms such as Thomson Financial Services, SCB Warburg, National Bank of New Zealand and Barclays. Following a relocation and a subsequent career break, she was looking to return to work and joined The Return Hub. She joined TD Securities in March 2020 just before the coronavirus lockdown.



NATALIE MURRAY, DIRECTOR,
ENTERPRISE RISK MANAGEMENT, TD
SECURITIES



SARITA CLARK, GLOBAL HEAD OF
REGULATORY PRODUCT,
TECHNOLOGY, TD SECURITIES

Case studies – Private Equity

This Private Equity firm asked us to find an experienced HR Director to help take them to the next level. Our candidate was placed in this newly created part-time role as Head of HR. Having spent 20 years in the Private Equity space she was looking for a role that would retain her career trajectory but give her more flexibility. She brought a wealth of specialist knowledge and experience to help this firm with its strategic people development.



HR DIRECTOR, PRIVATE EQUITY FIRM

Case studies - AON

Aon worked with The Return Hub on a targeted Return to Work programme in 2018 hiring Geri McMahon as a principal to its UK-based Responsible Investment team. Geri spent the first eight years of her career in investment banking, trading swaps and government bonds in investment banks in Australia and the UK. Leaving to set up a MedTech business. When she was looking to relaunch her corporate career, she worked with The Return Hub to find a role with purpose. She has subsequently been promoted to partner.

“Geri McMahon’s arrival has had a huge impact. (Her) knowledge and enthusiasm are already making an impact with our work in Responsible Investment. She is a great example of the potential for Aon’s Return to Work Programme. As a business we are keen to attract and retain the most talented people, and we look for innovative ways to do this.”

Tim Manuel, Head of Responsible Investment (UK) at Aon



GERI MCMAHON
PARTNER, AON

Case studies - ICG

As a fast-growing firm, ICG was keen to broaden its access to talent and increase the representation of women in the firm. They look for highly-skilled talent to help innovate and deliver for their fund investors, shareholders and people.

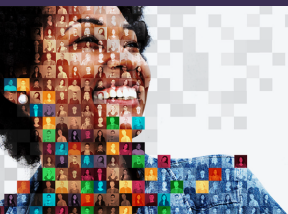
“Hannah serves as a fantastic case study demonstrating both internally and externally the success that can be achieved with this deliberate approach to finding gender diverse talent. She is an excellent role model for others to aspire to and will no doubt be part of our overall strategic intentions to diversify the culture of our organisation”.

Antje Hensel-Roth, Executive Board Director, ICG



HANNAH WILCOCK
MARKETING & CLIENT RELATIONS,
ASSOCIATE DIRECTOR

Case studies - ICG



INTERMEDIATE CAPITAL GROUP & THE RETURN HUB CASE STUDY

JULY 2021



ICG

Background

ICG are a diversified global alternative asset manager, founded in 1989 investing across a number of different strategies, including private equity, private and public debt, real estate and infrastructure. They have a strong entrepreneurial culture which is collaborative, solutions-orientated, ambitious and driven. With integrity at its core, the firm encourages new ideas while also taking a considered approach.

As a fast-growing firm, ICG was keen to broaden its access to talent and increase the representation of women in the firm. They look for highly-skilled, talent to help innovate and deliver for their fund investors, shareholders and people.

Attuned to the business case for diversity and the need to do more, Executive Board Director, Antje Hensel-Roth and Head of HR Business Partnering, Gill Freeman-Smith approached The Return Hub. As part of their commitment to Diversity & Inclusion, the firm had set a target with the Women in Finance Charter (WIFC) to have 30% females in senior management by 2023. ICG was very clear from the start that their strategy needed to be built on a fundamental cultural shift and include measures for recruitment, retention and development.

Wanting to take positive action and reach as broad an experienced candidate pool as possible, they partnered with The Return Hub.

The Return Hub

The Return Hub is an executive search consultancy that places professionals (mainly women) who want to relaunch or transform their careers with employers in the financial services sector. They advise on and implement practical strategies that companies can use to target, assess, hire and support diverse and returning talent. They network and support this untapped, diverse talent and offer an ongoing acquisition strategy for organisations to hire, promote, develop and retain more women.

Their candidates are:

- Returning from career breaks: any length and for any reason
- Have returned but to a role below their potential
- Looking to transition or pivot from their current role

There are an estimated 427,000 professional women looking to return to work - traditional search or recruitment does not find these people. 61% of professional women are considering a career change. 75% of women rate career development as being a top of the agenda when assessing what is important to them in an organisation - an agenda that has slipped for many companies in the pandemic.

"Firms that are leading the way are taking a thoughtful and sustained approach to attracting diverse talent. There is no shortage of incredible women who can bring knowledge, expertise, charisma and help culture change. Uncovering, attracting and retaining them is the key."



Dominic Moss,
Founder of The Return Hub

You can't be what you can't see

As a first step to kick-start the membership with The Return Hub, ICG identified one particular role which they wanted to ring fence. They were looking for a candidate with product expertise who would support and develop into a marketing and client relations role. The hiring manager for this role was identified as a champion of change within the organisation; open to assessing for potential and transferable skills.

From beginning to end the process took just over a month to reach offer stage. A shortlist of 8 highly impressive and skilled individuals was presented over a 2-week period and 5 were brought back to interview. To complement the interview process, all candidates had free access to career development tools, and coaching options via The Career Academy (a digital career development platform provided by The Return Hub).

The successful candidate, Hannah Wilcock was returning to work after a 7-year planned career break from JP Morgan in equity sales.

"The Return Hub were really supportive with my return. We had some really helpful conversations and I was prepped well for the interview process with an extra level of insight on what to expect. Since joining, they have also been following up with me as part of my onboarding process."



Hannah Wilcock,
Marketing and Client Relations,
Associate Director

ICG take a tailored approach to their L&D interventions, so when Hannah was in the process of joining, they took into account her time-out and adjusted the onboarding plan accordingly. Before starting, she was enrolled on to a course with the BVCA for a refresher and an overview of key terms and industry dynamics. On starting she received further in-depth training covering IT applications, technical courses as well as in-house training sessions.

A very strong network of women at ICG have been incredibly supportive, helping Hannah to assimilate into ICG. As she networked through the organisation, she has identified a number of sponsors who have helped her onboarding process including her direct manager, Vesna Sipp, Head of Client Relations who championed her hire, a portfolio manager who was approachable and responsive, and more broadly

the team she works with always make time to help her whenever needed - particularly vital during lockdown.

Promote and Develop

"Hannah serves as a fantastic case study demonstrating both internally and externally the success that can be achieved with this deliberate approach to finding gender diverse talent. She is an excellent role model for others to aspire to and will no doubt be part of our overall strategic intentions to diversify the culture of our organisation".



Antje Hensel-Roth,
Executive Board Director

In her first year, Hannah has exceeded expectations, receiving the 'sprinter' award for her ability to so quickly 'get up to speed'. Not long after joining (and during the pandemic), she took efficient charge of a fundraise, taking it to its successful conclusion and helping to exceed the set targets. She has built strong relationships with internal stakeholders across the firm. Her previous professional and personal experience combined has given her a solid understanding of what was necessary to be successful in her role.

"Hannah's time-out meant that she came to the role with a fresh pair of eyes that has led to ideas, improvements and progression - a progression which benefits both Hannah and the organisation from a developmental perspective"



Vesna Sipp,
Head of Client Relations

As part of their talent attraction and employer brand strategy, ICG showcases the organisation via The Return Hub's website which is regularly promoted on social media and via newsletters. Regular account management meetings help them to keep their strategy under constant review and they are planning a sponsored panel event with The Return Hub to explore the topic of diversity within corporates, helping to ensure their diversity targets remain at the top of their agenda.

Long-Term Strategic Intent

Alongside this targeted search, ICG's chosen approach with The Return Hub employs a longer-term strategy to sustainably embed women in senior roles. Their membership with The Return Hub means that they have ongoing visibility of a broader talent pool for suitable business-as-usual roles increasing their likelihood of interviewing and hiring more women.

There is also an accompanying toolkit provided to members to help them to understand and communicate the strategy within the organisation, and more practically, to help hiring managers bust some myths around the talent pool and learn how to interview and assess for potential.

ICG's Advice

"We know that there are no shortcuts to creating a more diverse culture. The demands of a fast growing, successful business means we are constantly juggling priorities; but establishing an ongoing strategy to positively address our challenges means that we can evolve, assess and improve. The simple fact is that organisational culture stems from its people. By putting recruitment at the heart of our strategy and effectively mobilising cohesive support from the business, HR, L&D and marketing, we can continue to attract a greater range of talent and enrich our culture and continue to build on our success".



Gill Freeman-Smith,
Head of HR Business Partnering

Case studies - Alpima

Alpima is an innovative, fast-growing B2B financial technology firm catering to investment managers, banks and other financial firms. They work with The Return Hub to find the best talent.

Anastasia Bikou was an ED, FX salesperson at Goldman Sachs, for 9 years before taking a planned career break. The Return Hub placed her at Alpima as managing director is still working in Sales, but alongside asset & wealth managers rather than banks.

Following a long career in Financial Services and a period of contracting throughout maternity leave, Karen Tierney was at a career cross-roads. The Return Hub introduced her to Alpima which she joined as Chief Product Officer in 2021.

“The team at The Return Hub are super professional, passionate, driven and committed to their purpose. They are also a real pleasure to deal with. Having worked with them for a number of years, and having successfully hired two outstanding female professionals with them, I would highly recommend their services to anyone serious about hiring top talent.”

Pierre Mendelsohn Founder & CEO, Alpima



ANASTASIA BIKOU, MD, ALPIMA



KAREN TIERNEY, CHIEF PRODUCT OFFICER, ALPIMA

Case studies – Nomura

Sponsored by the Global Head of HR and Senior leaders in the business, Nomura take an effective talent led approach to their membership.

London Business School graduate Ella Chalfon had a prestigious career in a global bank working in M&A and reputation risk before setting up her own sustainable finance consultancy. When she was considering a move back to the corporate world, she joined The Return Hub who introduced her to Nomura. Seeing Ella's potential, Nomura were able to shape a position specifically for her in sustainable finance and ESG. She is now an MD.

Nicole had a 12-year career break following 14 years' experience in corporate finance to Director level. She joined Nomura in 2021.

“As a member of TRH, we have continual visibility of highly-qualified, relevant, gender diverse, candidates that would otherwise be very difficult to find. They very quickly placed Ella Chalfon with us who is now leading our Sustainable Finance and ESG strategy. I would recommend The Return Hub to any organisation looking to create a more diverse talent pool at the mid – senior level.”

Caren Gray, Global Head of Human Resources, Wholesale Division, Nomura



ELLA CHALFON, MD, SUSTAINABLE FINANCE, NOMURA



NICOLE SEMAAN, SENIOR RELATIONSHIP MANAGER, NOMURA

Case studies - HSBC

An ongoing approach to hiring sponsored from the top. Championed by a network of business leaders, HR and Senior Recruiters. Rolled out alongside a series of workshops regularly delivered to key stakeholders alongside a programme of recruitment.

“I am pleased to endorse and support the Return Hub's mission to hire, promote and retain women in financial services and have been impressed with the level of talent they have introduced us to and the extra support they offer their clients and candidates.”

Christiane Lindenschmidt, Chief Digital and Data Officer, Markets and Securities Services, HSBC



AMY BARKLAM,
GLOBAL LEAD,
CAPITAL MARKETS



DORIANNA RUSSO
DIRECTOR, MIDCAP
EQUITY RESEARCH



LIZELLE VAUGHAN
DIRECTOR - DIGITAL AND
DATA, GLOBAL MARKETS



CLARE PIPER DIRECTOR
GLOBAL CLIENT
MANAGEMENT GLOBAL
BANKING & MARKETS

Case studies – Deutsche Bank

The bank approached us to help with their strategy to attract returners. Using a targeted approach, we curated a list of attendees to join their Women in technology event where they had a series of potential open roles to hire for and candidates were able to meet directly with hiring managers.

Ally Peace had been away from the City for 11 years having taken a break following a successful career which culminated at Barclays Capital running the developer team for Market and Credit Risk. During her time away she had amassed a variety of new skills including those gained from teaching roles. The Return Hub introduced Ally to Deutsche Bank via the networking event. They were impressed with the breadth and diversity of her experience, and she began working for them at the beginning of 2020. Now well established at the bank she reflects:

“As a Returner, you bring not only the potential to grow and deliver, you have years of experience to prove that it can genuinely be fulfilled too!”

Ally Peace, Technology Manager



ALLY PEACE, TECHNOLOGY
MANAGER, GROUP
ARCHITECTURE.

Case Study - Global Investment Bank

The Return Hub provided services via The Career Academy to this Global Investment bank when they were implementing their own Return to Work programme. Acknowledging the need to create buy-in and sponsorship from senior leaders, they engaged The Return Hub to deliver a Hiring Managers Workshop to coincide with the launch of the programme to help create an understanding and sponsorship of the strategy.



“The content, videos they brought were informative and engaging.”

“The statistics and real-life examples were really thought-provoking.”

“Sharing experiences, instances and market knowledge is what worked for me.”

“We can benefit from their experience of what works, what to be careful of, what to encourage, that sort of thing will be more beneficial”

Case study – Macquarie Bank

Working with our network of specialist coaches, The Return Hub provided a workshop for 60 women looking to return to work or transition their career at Macquarie Bank as part of the Women in Banking and Finance's Personal Education Plan. This practical session included exercises, group coaching techniques and real-life case studies and Q&A together with a workbook for attendees to expand the next steps for their career quest.

100% OF DELEGATES agreed that the event lived up to their expectations

97% AGREED that the workshop was well structured and met their learning needs



Client testimonials

“Their passion, infectious enthusiasm and determination for women returning to work is inspiring. We were blown away by the experience, confidence and breath of the candidates. Working with The Return Hub made the whole process effortless for us. I wholeheartedly recommend them to any employer that wants to fix their pipeline for women in senior roles.”

MITESH SHETH, CEO REDINGTON

“The Return Hub immediately understood our brief and introduced us to a brilliant candidate that we would not have seen through conventional recruitment routes. They supported us throughout the hiring process and we can highly recommend them to other firms that want to see great talent from this hidden pool of professional returners.”

JAMES CODLING, CEO, VENTURE FOUNDERS

Client testimonials

"I needed an experienced operator to help me with the specialist fund marketing side of my business. Two people separately recommended I speak to The Return Hub. From six excellent candidates, all realistic matches for my role, we honed it down to my new hire. I am really pleased with the result. I would recommend The Return Hub – particularly if you are looking for experienced individuals and can offer some flexibility".

WILLIAM BOURNE, PRINCIPAL, LINCHPIN

"As a scale up infrastructure organisation experiencing a period of high growth, we engaged with TRH to access a more diverse range of candidates for a key finance hire. They 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

Client testimonials

“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! We are so grateful for The Return Hub’s professionalism, insight, creative thinking, and nimble approach.”

“Jacqui was nominated and has been shortlisted for Most Inspiring Returner at the Investment Week Women in Investment Awards. Thank you again for helping to connect us with her, she has really transformed our organisation – I often wonder how I managed before she joined us!”

SABRINA FOX, EXECUTIVE ADVISER, ELFA

Candidate testimonials

“I was extremely impressed by the commitment displayed by The Return Hub team. They displayed conviction, professionalism and dedication that I have rarely encountered in my 20+ years in financial services.”

KIRSTY BROWN,
NOW HEAD OF COMMERCIAL PROGRAMS AT REFINITIV

“The Return Hub really takes the time to get to know each of their candidates and then promotes them constantly.”

NORAH PRIDA BAY, DIRECTOR, HEAD OF CMS, HSBC

Candidate testimonials

"I found The Return Hub 13 years and 3 kids after my previous finance role. My profile was not typical either as I had worked in finance and then in microfinance. I would not have found this role if it were not for The Return Hub so I'm very grateful."

MARIA ANKER, ABOUT TO START AS FOUNDATION ASSOCIATE AT
GENERATION INVESTMENT MANAGEMENT

"The Return Hub placed me in my current role as Head of HR in a Private Equity Firm. They are very professional and tuned into the candidate's requirements. The Return Hub recognise the contribution senior professionals can make when they return to the workplace on a part-time basis."

ALISON BARWELL, HEAD OF HR AT ALCHEMY PARTNERS LLP

Candidate testimonials

“The Return Hub genuinely understand the skills and experience of women who wish to re-enter the workforce. They were open, honest and friendly in their approach to my job search. They really listened to my questions about the workplace and flexible working. They were able to offer their inside experience about prospective employers and map how my skills could match their requirements. Thinking broadly about my skills and qualifications, they opened up a much greater variety of options for me. They are very respected by their clients who genuinely want to create change within their organisations by recruiting returners. The Return Hub facilitated a programme of re-entry activities with my current employer which was hugely helpful from Day 1. I am now in a role which is flexible, challenging and an exciting opportunity in my career..”

CHANTAL CROWE, PROGRAM ARCHITECT, THOMSON REUTERS

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