



**MOBILISING GLOBAL TALENT  
TALENT TO EASE NEW ZEALAND'S SKILLS SHORTAGES**

**ROBERT WALTERS**

# BENEFITS

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85%

of hiring managers said that New Zealand's skills shortages could be eased by hiring from overseas.

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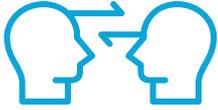
New Zealand employers said that hiring talent from overseas delivers genuine benefits to the nation. The vast majority (88%) agreed that overseas recruits help address specific skills shortages in New Zealand, while 54% said that hiring international talent helped create a knowledge-based economy fueled by innovation.

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We work with our clients every day to attract high-calibre professionals from overseas. Sometimes it's Kiwis returning from their OE, sometimes it's people who are new to the country. The diversity of skills and backgrounds injects new ideas and opportunities into the local market.

Shay Peters, Director, New Zealand, Robert Walters

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## BEST PRACTICE

Almost half (46%) of hiring managers said international professionals share best practice among their New Zealand colleagues.



## WORKPLACE CULTURE

60% said a blend of domestic and international talent helped to boost workplace culture.



## COMPETITIVE ADVANTAGE

42% said that hiring from overseas ensured that their business could remain competitive in the global marketplace.



## PROFIT AND GROWTH

Half (49%) of all hiring managers said hiring from overseas had a direct impact upon their organisation's ability to hit profit and growth targets.



## MIND THE GAPS

While hiring managers saw the benefits of recruiting international talent, less than a third (27%) reported having a strategy in place to source professionals from overseas. Less than half (39%) said their organisation facilitated international transfers.

### METHODOLOGY

This Robert Walters report has been informed by an online survey of 140 New Zealand professionals who are involved in hiring decisions for their organisation. The survey was managed and conducted by Robert Walters.

# CHALLENGES

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67%

of hiring managers said tighter legislation for skilled immigration would lead to critical skills shortages for their organisation. And 61% said tighter legislation would restrict business growth and opportunities.

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## FEELING THE PAIN

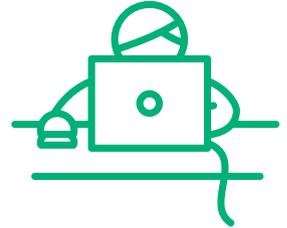
On the face of it, New Zealand's employment prospects appear robust. The Government forecasts an average growth rate of 2.9% per year over the next five years. But it also acknowledges that some skills are in "chronically short supply" right now.

This sentiment was echoed by New Zealand's employers and hiring managers, where the majority (61%) said their organisation was impacted by skills shortages. Meanwhile, a 2018 PwC survey found New Zealand's CEOs ranked "availability of key skills" as the second biggest threat to business growth – ahead of over-regulation, terrorism, changing workforce demographics, and populism.

## FEAR FACTORS

Hiring managers' top three concerns about hiring talent from overseas were:

1. **Migration difficulties** such as changes to visa policies and requirements.
2. **Relocation complications** such as incorrect cultural fit.
3. **The cost** of sourcing international talent.



## BIGGEST PAIN POINTS

Most hiring managers (80%) said they had no problem persuading overseas-based talent about New Zealand's livability (e.g. lifestyle, security, climate etc.) However, as immigration rules tighten in New Zealand, the majority of hiring managers (72%) are still "uncertain" or "not confident" about being able to secure enough overseas talent.

Employers said the biggest challenges are:

1. Delays with visa applications.
2. Inability to offer talent long-term career certainty.
3. Unclear rules around skilled migration requirements.

## SPOTLIGHT ON TECH



### LACK OF CANDIDATES

In a survey published in the Robert Walters technology whitepaper, 74% of hiring managers said a lack of suitable tech candidates was their hardest recruitment challenge in 2018.



### SKILLS IN DEMAND

Hiring managers reported extremely high demand (and low supply) for cyber security professionals, development and digital specialists, and those with business intelligence and data management skills.

# SOLUTIONS

Four strategies that hiring managers can follow to overcome the challenges of securing international talent.

## SEARCH

1

### WEIGH UP YOUR OPTIONS

Before casting the net overseas, double check there are no domestic alternatives. Is there someone within your organisation who has the aptitude but not the requisite experience? Or is there someone local, perhaps hidden within your LinkedIn network? Could you train or upskill them?



2

### BACK YOURSELF

Because New Zealand is a smaller market some employers assume that overseas talent will be reluctant to come. This is a misconception. Being a larger fish in a smaller pond offers a host of fresh challenges for ambitious professionals.



3

### KNOW YOUR CRITERIA

Before you take the role to market clarify: What local knowledge will the candidate need on day one? What are the 'must have' technical skills? What is the likely duration of the role?



4

### TELL YOUR STORY

Consider your employer value proposition in a global context. To attract overseas talent, you have to be able to tell your story on an international stage. Time invested in your marketing strategy is time well spent.



5

### CONSIDER THE WHOLE PACKAGE

Put yourself in the shoes of potential candidates. What is unique about the opportunity you are offering? As an employer, what can you offer in terms of professional development? And why would relocating to New Zealand appeal to them?



# SECURE

1

## VIDEO IS VITAL

For obvious reasons, conducting in-person interviews with overseas candidates is rarely possible. It can also be hard to secure written or verbal references (although you should seek these). Video can transcend time zones and provide valuable insight into cultural fit. The value of video interviews cannot be overstated.



2

## LISTEN

Speak to immigrants who have moved to New Zealand already. Find out what sealed the deal for them and what their chief concerns were. This can help you during interviews to anticipate candidates' motivators and potential obstacles.



3

## GAUGE COMMITMENT

At every stage of the selection process, re-qualify the candidate's motivation and commitment to move to New Zealand. Why have they decided to move here and have they set firm dates to move? What are their family's plans for settling here? Have they secured a moving company? Do they plan to buy or let a property in New Zealand?



4

## KEEP CHECKING IN

The recruitment process doesn't stop once your preferred candidate agrees to join. During the period between them accepting the job and moving to New Zealand, stay in regular contact. Check on how their travel and relocation plans are going and offer them advice and support wherever possible.



5

## BE HONEST

During a skills shortage, it can be tempting to oversell a job opportunity to candidates. But there is nothing worse than bringing a (highly employable) new recruit in from overseas, only to see them disillusioned and then snapped up by a local competitor. So make sure your description of the role and your organisation is grounded in reality, and not wishful thinking.



# SOLUTIONS

## SETTLE

1

### HELP THEM PUT DOWN ROOTS

New arrivals have a lot to organise outside of their job. Help make that easier for them by providing local tips for housing, schools, financial institutions, mobile phones and public transport.



2

### WELCOME

The first six months are often the hardest for new arrivals from overseas. The workplace is one of the first places where they can start to get to know locals. During inductions, make sure you let your new starters know what social activities and events happen at work and encourage them to participate.



3

### BUDDY UP

If you have existing employees who have come from overseas, establish a 'buddy' system where they are paired with new recruits from overseas. When it comes to finding your way around, nothing beats talking with someone who has been through that exact same process already.



4

### MEET REGULARLY

Once the induction is complete, a line manager should meet with their new team member every week. As well as discussing their progress at work, this is an opportunity to check on how they are settling into life in New Zealand. This helps ensure that small problems don't grow into larger ones over time.



5

### BUSINESS NETWORKS

Make your new recruit aware of local industry bodies and professional associations. These organisations can provide invaluable local market intelligence relevant to an individual's profession. Many bodies also run networking events where like-minded professionals get together.



# SUPPORT

Operating across 28 countries, Robert Walters has access to an extensive global network of professionals. There are several ways that our specialist consultants in New Zealand help clients to attract overseas talent:

1

## REACH

Our global team of almost 4,000 colleagues gives us access to a talent pool that stretches around the world. We know who has the right skills, where they are, and when they are ready to make their next move.



2

## HOMECOMING SPECIALISTS

We keep in regular contact with Kiwis working overseas which means when they are ready to return home, we are perfectly placed to connect them with New Zealand employers.



3

## DEDICATED TEAM

Our dedicated International Career Manager in London helps New Zealand employers looking to source UK-based talent.



4

## MORE SPEED. LESS RISK

By maintaining regular contact with overseas professionals, we know ahead of time when they're considering a move to New Zealand – and when they're ready. This allows us to act swiftly when the time is right. It also reduces the chance of a candidate getting cold feet at the eleventh hour.



5

## ONGOING SUPPORT

We help new arrivals to settle in. As well as keeping in regular contact with them, we also host networking events where expats from different organisations can meet and connect with one another.



# CONTACT US

To discuss this whitepaper or your recruitment needs in more detail, contact your local Robert Walters office.

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