



Recruitment Case Study: Funstation





We speak to James Miller

Managing Director



James Miller
Managing Director

Background of Funstation

What do Funstation do and what are your responsibilities in the company?

We are a family entertainment company which I founded in 2004 together with my wife and business partner, Vanessa Miller. We're driven by a deep passion for creating unforgettable, family-friendly entertainment experiences that bring people together.

Over the last five years, we've grown substantially and now operate 15 locations across the country, all situated in prime hospitality hubs. Each site combines the excitement of arcade games, immersive attractions, and cutting-edge technology like virtual reality, all accessible through a user-friendly, cashless payment system. As Managing Director, I oversee our strategic direction, growth, and day-to-day operations, working closely with our leadership team to ensure we deliver consistently exceptional experiences.



How did you come to hear about Warner Recruitment Ltd and what drew you to work with them?

A In 2021, Warner Recruitment was recommended to us by one of our contacts at the FD Centre. When sourcing new partners for our business, I always prefer to work with companies that come recommended it adds a level of trust and confidence from the outset.



Before contacting Warner Recruitment, what challenges were you facing in Finance & Accounting recruitment?

A As our business continued to grow, it became increasingly clear that we needed to bring financial expertise in-house. Until then, our financial reporting and accounts support had been managed externally by our Chartered Accountant, with only basic administrative tasks handled internally. However, as the pace of growth accelerated, one of the main challenges we faced was the delay in accessing timely financial reports. This lack of real-time financial insight made it difficult to make fast, informed decisions that supported the needs of a growing business.





What specific service have they been providing to you? Temporary or Permanent?

A Our initial meeting in 2021 was to discuss the permanent recruitment of a senior accountant for Funstation. That initial hire really forged our relationship, and since then we've worked with Warner Recruitment on both permanent and temporary roles. Over the past four years, they've provided us with excellent temporary support whenever the need has arisen.



Can you describe the recruitment process facilitated by Warner Recruitment? Was it efficient and transparent?

A As we had never recruited for a senior finance role before, we needed to place a great deal of trust in Warner Recruitment to guide us through the process. They helped us identify the right type of accountant for our business, including the ideal qualifications, experience, and salary expectations. Attracting the right talent for interview was key, and Warner delivered. We chose to work with them on a retained basis, which is now known as Warner Exclusive, this allowed for a much closer partnership. This approach enabled them to truly understand our business and culture, and in turn, commit fully to finding the right person for the role. The process was both efficient and transparent, giving us confidence at every stage.



How did your hire go?



Following our work with Warner Recruitment, we successfully recruited a Financial Controller. It was a fantastic outcome, he is still with us today and has become a key member of the Funstation leadership team



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Q

How did Warner Recruitment's understanding of the role and your company culture contribute to the placement process?

A

Warner Recruitment took the time to really get to know us not just the job spec, but who we are as a business, how we operate, and what kind of person would thrive in our culture. That deep understanding allowed them to tailor their search and present candidates who were not only technically strong but also aligned with our values and team dynamic. It made the entire placement process far smoother and more effective.

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How quickly were you able to fill the position?

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The speed at which Warner operates really depends on the type of role we're recruiting for. When we need a temporary worker, they're lightning quick, they can have someone in place the very next day. For permanent roles, they take the time to fully understand our needs, effectively market the position, thoroughly screen applicants, and provide a strong shortlist. That balance of speed and thoroughness is something we really value.

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How would you rate the overall experience of working with Warner Recruitment and would you recommend them?

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Yes, I would certainly recommend Warner Recruitment to any company looking for a high-level, attentive recruitment service. You can think of them as an extension of your HR department responsive, proactive, and genuinely invested in your success.

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What is different about Warner Recruitment compared to other agencies you may have previously used?

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What sets Warner apart is their personal approach. They don't just tick boxes, they invest time in building a relationship and truly understanding your business. With Warner, it never feels transactional. They are consistent in their communication, proactive in their search, and committed to delivering the right outcome rather than just filling a vacancy quickly.

That level of care and professionalism is rare and hugely appreciated.

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