

ResQ to create 290 more jobs in Hull as it secures £750,000 grant to expand within city centre

Call centre specialist ResQ is to create 290 new jobs as it expands its city centre presence, taking over a second floor in the Hammonds of Hull building.

The outsourcing giant supports the likes of Vodafone and British Gas, and already employs 2,000 people. It has secured a £750,000 Levelling Up Fund grant through Hull City Council to part-finance a £2 million overhaul, which will create 520 new work spaces at the former department store as it gears up to handle new and existing work.

ResQ will split the remaining cost of the extensive renovation work with the local authority.

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Gill Marchbank, ResQ's chief executive said: "In the current economic climate, we are proud that our growth as a business means that we are able to create new jobs and career opportunities for people in the local community.

"The incredible vision, leadership and passion that our people show in delivering great results for our clients, means that we are able to forecast growth and commit to the creation of 290 new jobs for Hull."



Gill Marchbank, chief executive at ResQ.

(Image: ResQ)

The latest financial results for the firm, crowned [Large Business of the Year at the Hull Live Business Awards](#) in November, saw [revenues pass £33 million](#), with 47 per cent growth in 2021. It first moved into the building that year, taking the 32,000 sq ft second floor. The 2022/2023 period has been described as great for the business, launched by Ms Marchbank and chairman Nic Marshall, 17 years ago. They had worked in the sector in London, dealing with financial services, and moved north to Mr Marshall's home city, opening

with a team of 12. It also has operations in the city's Criterion House, and in Durham.

Ms Marchbank said the building's owner, Redefine Paragon Square Hull Ltd, has been incredibly supportive of the project and the employment benefits it will bring to the local area.

Work to be carried out will see the creation of office and reception areas as well as the installation of new electrics, plumbing, heating and decoration throughout.

Garry Taylor, Hull City Council's assistant director of major projects, culture and place, said: "This project shows real commitment from ResQ Ltd to a key city centre heritage building, with the creation of almost 300 jobs a huge benefit to the city.

"The Levelling Up Funding scheme continues to benefit many buildings and businesses in the city and this is another great example of this."

ResQ takes residence at Hammonds of Hull



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