

ACCESS TO TALENT

Outsourcing the Talent Acquisition function to access a larger talent pool and achieve hiring targets

THE CLIENT

A large, commercial semi-state organisation that maintains and manages one of the largest utilities in Ireland.

THE CHALLENGE

In need of recruitment services to meet their growing demand for headcount, the organisation expanded its existing partnership with Hays. Already a trusted supplier of temporary recruitment to the organisation and part of their PSL for permanent recruitment, Hays was now entrusted with a considerable and sizeable outsourced recruitment project.

THE SOLUTION

Working closely with the Client's Head of HR and Workforce Planning Manager, Hays allocated a specialist recruitment director to support with pre-programme engagement to define the roles, processes and timelines involved. To ensure all key stakeholders' requirements were considered and documented, we conducted several discovery workshops to understand the project deliverables, further fact finding of processes, systems, and tools. We also carried out a detailed review of roles, job specifications and prioritisation, to help agree appropriate allocation of resources.

THE PROCESS

Working with stakeholders, we designed and implemented multiple processes to ensure successful delivery at each milestone and juncture of the programme, this included:

- A step-by-step and transparent documented recruitment process for both open and confined campaigns through to the successful onboarding of candidates
- Agreed ownership and each step and activity to include Hays and Hiring Managers
- Agreed SLAs to support the delivery ensure success is measured
- A continuous review of processes and documents to ensure changes were in line with the project lifecycle

The Hays Talent Acquisition recruitment team duties involved:

- Management of end-to-end recruitment process
- Liaising with business and hiring managers to understand roles and develop job specifications to enhance employer value proposition
- Advertising across multiple platforms: LinkedIn, Job Boards, client website and engaged with agency partners
- Management of applications and assessments ensuring a positive candidate experience for both internal and external candidates

- Working closely with hiring managers to agree shortlists for interviews
- Coordination of interviews to include candidate and panel management, ensuring all appropriate information such as location, time and relevant preparation materials was effectively communicated
- The provision of appropriate feedback to candidates following interviews to ensure a positive candidate experience and to maintain a positive brand reputation
- The full administration of campaigns, including reference checking, gathering of requirement qualifications, certs, etc., issuing of offer letter and obtaining all necessary onboarding details from successful candidates.

THE OUTCOME

- In 7 months alone, 1,265 interviews were conducted
- The successful filling of all 252 full time roles
- Achieved an average of 36 job placements per month
- We covered all job levels from Grades F to C
- We implemented a fit-for-purpose talent acquisition recruitment process for any and all future recruitment project needs.