

## HOW TO PROVIDE A FAST AND EFFICIENT SERVICE AS A NEW SUPPLIER

Resource Management stepped in to supply Jelf with an RPO solution within a matter of weeks. Whilst successful from an immediate delivery point of view, this quick transition led to a number of challenges in terms of data hand over, communication and process intricacies. As the time, Jelf also had over 40 office locations adding to the challenge of building relationships and understanding the various recruitment needs.

### THE SOLUTION

The implementation team put together a tailored structure to ensure a quick and efficient service was provided, working very closely with the Jelf HR Business Partners. This included a series of process maps designed to incorporate the whole journey from the approval process through to a robust screening process.

The recruitment partner supported closely by the delivery team worked quickly to gain a clear understanding of the candidate EVP by visiting the hiring managers and again working closely with the HRBPS to identify key relationships to build and develop. The delivery team used a variety of direct sourcing methods and with a clear understanding of the personality, cultural fit, and company values, they were able to screen and deliver suitable candidates across the business.

### THE RESULTS



All SLAs were achieved in 2016, with over 70% of roles being filled through Direct Attraction and the time to hire reducing by circa 2 weeks. The RM team filled 179 placements across 27 locations for 85 different hiring managers and as a result built some long term relationships. RM also successfully delivered the first graduate recruitment program at the start of 2017.

Furthermore, in January 2017, RM were appointed as the Recruitment Partner for Bluefin due to the relationship and RPO with Jelf.