



Nationwide Building Society

Nationwide historically utilised a single managed service supplier to provide contract resources. This supplier has provided a contingent service based on CV provision, with shortlisting and interview responsibilities sitting with the Nationwide recruiting manager. Due to their increasing demand for project focused resource, Nationwide sought a partner organisation to alleviate some of these time pressures from their hiring community. Nationwide had additional concerns over the time taken to bring resources on-board as well as the resources overall quality.

Our Solution

We designed and implemented a service which addressed the time and quality issues Nationwide were experiencing, whilst also taking responsibility for the shortlisting and interview process. This solution positioned members of our team on-site with Nationwide to understand, in detail, each specific requirement, then source and interview a shortlist of relevant candidates prior to presenting an ideal candidate to the recruiting manager. This process greatly reduced the 'time' overhead for the recruiting manager and ensured all hires experienced a uniform interview process.

The Results

Within the first 18 months this service delivered over 150 Project and Programme Managers and Business Analysts into Nationwide, with greatly improved timescales. In addition, the consistent interview process and performance monitoring ensured a higher quality of resource. The major achievement of this solution has been the alleviation of pressure on Nationwide's recruiting managers. Where previously multiple interviews had been common place, the solution delivered the best candidate, first time.

'WITH A GROWING PORTFOLIO AND A NEED TO OBTAIN RESOURCES QUICKLY, WE HAD TO BROADEN OUR SUPPLIER BASE AND FIND A PROCESS THAT WAS LESS TIME CONSUMING FOR OUR RECRUITING MANAGERS. WE HAVE BEEN EXTREMELY PLEASED WITH THE SERVICE IT PROVIDES, THE QUALITY OF THE RESOURCE SUPPLIED AND THE MUCH REDUCED TIMESCALES, MANAGEMENT AND ADMINISTRATIVE OVERHEAD.'