



01 DESIGNING THE WORKFORCE

Effective workforce design will be achieved through efficient planning and management to enable responsive delivery.



Automated Reporting

Utilising data analytics to inform and improve workforce planning and decision making.



Targeted Recruitment

Combining our people-first recruitment expertise with the latest technology to optimise hiring quality and efficiency.



Integrated Workforce Planning

Achieving a streamlined data link between demand and supply to guarantee proactive service delivery.



Expert Selection & Trusted Service Delivery

Leveraging over 30 years' experience of quality, consistent and reliable service, whilst continuing to evolve to meet industry expectations.

DELIVERY CAPABILITY

- Implementation of the bespoke powerful data analytics tool.
- Significant investment in upgrading the existing applicant and opportunity tracking software to leverage advancements in technology to deliver best in class service for our staff & customers.
- Full digitisation of the candidate journey and the linking of its individual components (compliance, learning, training, onboarding, timesheet, payroll & billing).
- Best in class teams with a strong focus on delivering customer goals.

MEASURE OF SUCCESS

- All customer reporting to be automated and driven through the data engine. Allowing for increased visibility and insights to customers and the elimination of manual processes.
- 95% of job postings done directly through the CRM. Improving turnaround times and quality of applicants in the recruitment process.
- Provision of live data points to the business to empower the delivery of an even more robust and proactive service to our customers.
- Target an annual Net Promoter Score of >50 and achieve our commitment to make every customer experience a great one.