

Case Study:

Insurance

Helping a client find temporary cover for an unexpected vacancy

Q What recruitment challenge were you looking to address?

A We had a long-standing member of the team who had done the job for over 35 years. Unfortunately, due to an unexpected health issue, they had to temporarily take a break from working. So, at very short notice, we had to find someone to cover her position.

Q What was the impact of this challenge?

A The existing team member has this absolute depth of knowledge that is really hard to transfer and hand over, the existing team did not have the capacity or area of expertise required.

My challenge was trying to take some of the elements of payroll and benefits from her and hand them over into my team. However, it became apparent that there was a massive knowledge gap, and I couldn't transfer the key requirements in such a short space of time. I realised that I needed to get a temporary solution in place as soon as possible.



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Q What capabilities were you looking for in a recruitment partner, and why did you choose us?

A I looked at options such as a fixed term contract. Following this route, we found we were mostly talking to people that may be interested in going for permanent roles or couldn't commit straightaway.

I decided to take a step back and contact yourselves. I needed an agency that was specialised in this kind of situation and had a breadth of candidates readily available.

We found the experience of trying to find somebody ourselves on a fixed term contract or a temporary basis quite difficult. When I came across your company, I was really impressed by the fact that you dealt with these kinds of situations regularly and would understand the urgency of the situation.

When discussing the role with yourselves, I found comfort in knowing that you weren't just experts in payroll, but you also understood that this is going to be a temporary role which hasn't got a set period or confirmed end date.

Q How did we help resolve the challenge?

A Every time you make a hire, you want them in as soon as possible, and that is exactly what I got.

I was impressed by how quickly and efficiently the process worked. We had a call on Wednesday, I had 6-7 CV's to select by Friday, and I was interviewing and had made the decision by the following Wednesday. That speed was so essential for this role, given how critical it was.

Another thing that I wasn't even factoring in so much for this role, was the type of person that would work well in the team. From having an initial call with your company, you fully understood me, understood the kind of person I wanted, and delivered high-quality candidates that you knew and had worked with previously.

Whilst I was willing to compromise on the personality fit to get the right person from a competency aspect, I didn't have to.

Q What has been the impact on your business?

A The person recruited has been absolutely brilliant and has a clear and efficient way of working. She hasn't just come in and just done the payroll, she has given us a fresh pair of eyes to identify current challenges and approach them in a different way. We're already talking about making changes to improve efficiency and streamline the processes.


We can also collaborate as part of an HR department and a payroll department, there's a lot of conversations that we're having about projects that are ongoing.

Q Would you use us for future recruitment needs?

A Oh, absolutely. I was really impressed with both the quality of candidates and the speed of delivery as well. In an HR department, when you're recruiting for every department and making sure that process happens quite quickly, it's something you appreciate.

That speed was a real benefit for me personally. I was looking at how to temporarily absorb all that workload into my current team but that causes pressure and stress which then has an impact on the business and what we're delivering.

I definitely did appreciate having somebody come in just at the right time. I'm really pleased I went down this route so I will use you again, yes.



The person recruited has been absolutely brilliant

**Global Head
of Human Resources
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