

HOW DO WE RECRUIT 61 POSITIONS

INTO 19 TEAMS ACROSS THE UK

— WITHIN —

EXCEEDINGLY SHORT
TIMESCALES AND ON BUDGET?



supertemps

Permanent & Temporary Recruitment

www.supertemps.co.uk

| The client

Blind Veterans UK (BVUK) has been offering physical and emotional support to vision impaired veterans since 1915.

They employ hundreds of people, all across the UK, to do a wide range of amazing things which help make sure that our veterans do not battle blindness alone. It is their mission to ensure that vision impaired ex-servicemen and women have access to the finest quality of services to help them discover life beyond sight loss.

| The back story

Supertemps first teamed-up with BVUK in 2010 on a localised campaign to find 75 candidates for its Llandudno rehabilitation centre. Following this a national appeal in the summer of 2017 saw us again unite to recruit more than 60 personnel to cover a range of positions, from team leaders to community support workers and ROVIs (Rehabilitation of the Visually Impaired).

| The challenge

BVUK were working to ambitious timescales whilst seeking to recruit large numbers of very specialist personnel over a wide geographical area. At the same time existing staff were being redeployed so this was a sensitive and demanding project. Deadlines were tight with some closing dates for applications at midnight on Friday and long lists needed by 9am the following Monday.

As Sue Davies, Director of People Services for Blind Veterans UK, said: "When it came to the nationwide project, we needed to transform our operating model moving away from a 'welfare' service to an 'operational delivery service'. This involved putting our whole welfare staff – which was around 45 people – through a redeployment process at the same time as going through a recruitment process to fill a total of 60 jobs."

| The solution

Supertemps worked on a retained basis, as an extension of the BVUK HR arm for the 6 month duration of this project. This involved:

- Holding project briefing meetings to fully understand the organisation, the project and scale of what had to be done. It was essential that our team met theirs so we could work cohesively.
- A Project Manager was appointed to oversee the team and remain actively hands on in the recruitment process. This meant one point of contact for BVUK
- We researched and engaged appropriate candidate attraction methods including specific job boards and locations to reach the target audience.
- We provided weekly statistics as to the status of all applications and where we may be lacking or needing to rethink strategy. We kept in constant communication.
- We handled 3,600 application requests, sifted 1500 applications, scheduled 465 interviews and submitted 232 references for 61 roles ultimately placed.
- We set up appropriate testing for those roles which required it.
- Our team worked evenings and weekends to meet tight deadlines.
- We delivered on time and on budget.

As Sue Davies later commented, "When we first started looking for a recruitment agency to work with we needed reassurance that they would deliver what had been agreed. Even when the agreement was somewhat unrealistic we needed someone who was prepared to commit to completing what they had vowed to do."

"That's why we chose Supertemps in 2010, and again when it came to working together on this national campaign in 2017. Supertemps delivered to our satisfaction and were pleasant and efficient to deal with, in every way."



| The outcome

The successful candidates are now covering 19 regions of the UK, providing blind veterans with the care and in-house support they need, rather than them being forced to travel long distances from their homes to one of three bases across England, Scotland and Wales.

Sue said: "The project was completed in April 2017 with a very high success rate and we were able to stand up a whole new service ready to support our members in the community, on time and on budget."

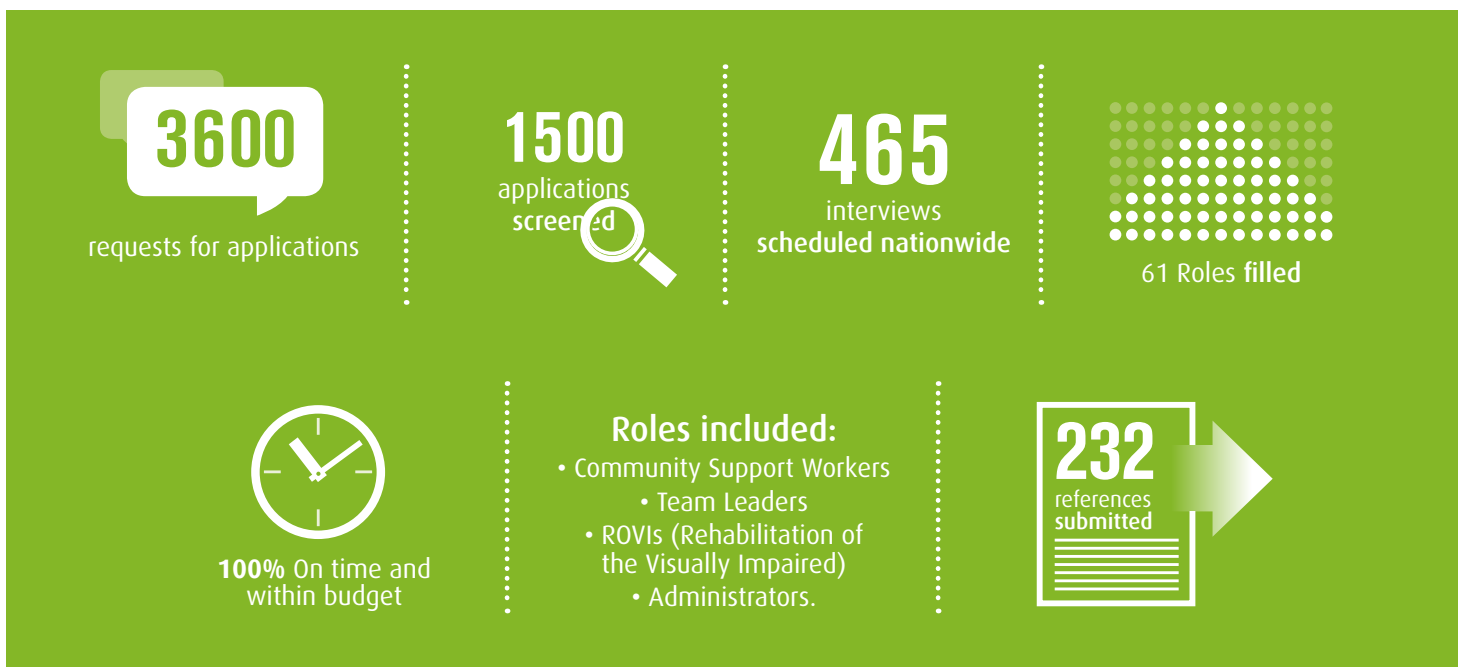
Did it all go to plan? "Yes, of course. It always does when dealing with Supertemps."

"We were slightly frantic when over 3,000 people turned up for the job fair and we were only expecting 400 but we pulled it off together. It was an exhausting but very successful day.

If the opportunity arises we would definitely like to work together again in the future, as the standard and quality of the candidates was exactly what we were looking for."

"Working with the Supertemps team was like meeting an old friend you haven't seen for years. We picked up right where we left off the previous time they worked with us on a big project. They heeded our call for help, were responsive to our needs and happy to agree to very stretching - verging on impossible - deadlines with grace and enthusiasm."

"It has been a joy for me to work with them over the years and to see them grow and flourish as time has elapsed. I wish Supertemps well for the future and would not hesitate to recommend them to anyone who is recruiting, particularly large groups of staff."



Are you planning a large recruitment project that you'd like our help with?
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