

COVENTRY Building Society



CBS - RPO

The Society's Resourcing Team previously managed the process for all permanent recruitment in-house. This was not sustainable or effective and consequently the Society wished to outsource the permanent and fixed term recruitment process to a 3rd party Supplier.

SCOPE

Take responsibility for the coordination and delivery of the recruitment process

Deliver the services through clearly documented and efficient processes eliminating inefficiencies and task duplication

Ensure compliance with the Society's processes and policies and financial industry regulation

Deliver a positive experience for all prospective candidates irrespective of whether they join the Society

Strive to improve service quality and drive cost efficiencies for the duration of the contract period

Provide informative and insightful management information that supports the delivery of the services in scope

Provide complete transparency from both a commercial and process perspective

SOLUTION

Full mobilisation of a team of 8 people in Chester

TUPE transfer of 2 people from the Society with onsite MBA presence

Complete re-engineering of the recruitment process

National social media campaign

Re-invigorated EVP to help attraction and acquisition

Introduced referral network

Complete technology overhaul and implementation of candidate zone

Introduced and project management implementation of ATS (Eploy)

RESULTS

608 branch network and 860 contact centre roles recruited

355 head office roles ranging in salary between 16k to 160k

70% greater stickiness of candidates in process

First time at headcount in over 20 years

Comprehensive EVP deployment

70% interview:hire ratio

47% cost per hire reduction

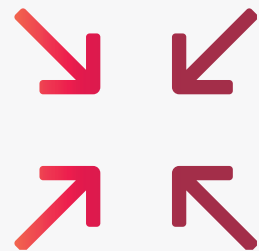
40% reduction in Time to Hire

98% Successful Placement Rate

Reduction of attrition to from 29.1% to 9.2%



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PLACEMENTS ACROSS
BRANCH, CONTACT
CENTRE AND HEAD
OFFICE