



Maintaining the workforce



Presenting to



Who I am

- Dr Julia Gardner – Director of Public Services for Jark Recruitment Ltd
- 16 years plus recruitment into the PS at all levels
- Jark Recruitment are an approved partner of APSE and have 38 offices spread out over the UK.
- We provide both temporary and permanent staff across the whole spectrum of job roles to Local Government



Agenda

- Continuity of Supply
- Making the most of the Options
- How partners can assist



Continuity of Supply – the issues

Overall last year the staffing attrition rate was 17.3% with the highest levels being in the Catering and Leisure industries (CIPD Survey 2008).

- Reasons for leaving vary from: Career change, increased pay, better prospects
- Average length of time to recruit a new permanent member of staff is c8 weeks.
- 172 million days lost due to absence last year
- Average UK sickness rate is 5.5 days/year



Making the most of the Options

Recruitment – overcoming recruitment difficulties:

- Appointing candidates without the skills and training up,
- Flexible working,
- Attracting boomerang hires (people who previously worked for the council)
- Targeting migrant workers from the EU
- Using the temporary to permanent route
- Social networking



Making the most of the Options

Retention ideas:

- Increasing pay
- Improved employee involvement
- Offer coaching/mentoring/buddy systems
- Revise the way staff are rewarded

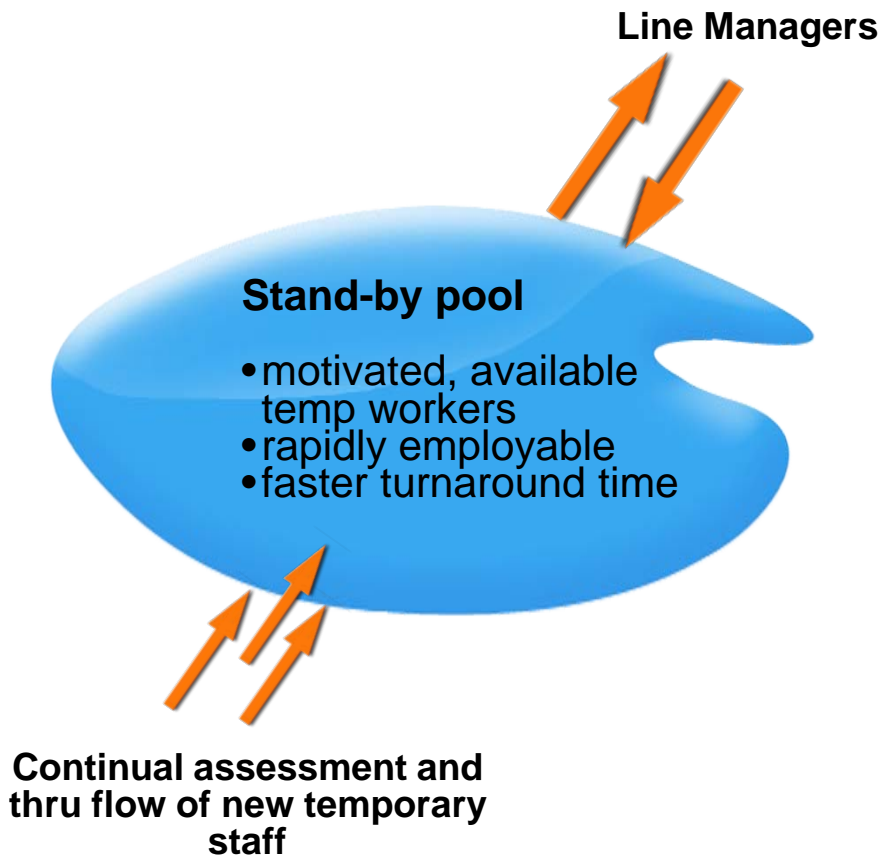
Looking outside the Council for temporary help



Temporary Labour Pool

Temporary labour pool

Effectiveness of flexibility



Quantity: larger proportion of Temp workers in pool

- rapid increase/decrease
- increase without training loss
- decrease without wastage of trained temp workers
- decrease without high exit payments to permanent personnel

Quality: training some of the temp pool in multiple competencies

- reserve capacity lies in target group that can be replaced fastest
- minimum loss of productivity through inflow

How Partners can assist

- Joint aims and objectives as far as possible
- Joint terms and conditions, as far as possible
- Joint development
- Joint recruitment
- Access to expertise in partner organisations
- Transactional work done by partner = allows us to get on with the strategic stuff
- Cost of the service is cheaper through economies of scale
- Bigger contracts = more savings on procurement



The benefits of a Recruitment Partnership?

Put's you in control of your suppliers, aligning and standardising your expectancies. Professionalises the recruitment process

Dependent on the specific solution that is right for your organisation. Saves you time; and provides the security of staff regularly and on time.

**Other Benefits include:
Cost effective
Reduced Agency Margin
Fast and flexible solution
Agreed Service Level Agreement (SLA) with KPI's**

**Variety of skills when required
No development or training costs
Management Information
Consolidated Invoicing
Compliance of recruitment process**

Access to all the suppliers recruiting techniques, resources, research tools, databases and the full range of service offerings.

**Neutral Vendor
Master Vendor
Preferred Supplier List**



How Partners can assist.

- Outsourcing the recruitment process to Neutral Vendor suppliers
- Partnering with Master Vendor suppliers
- Creating a Preferred supplier list.



Expectations

What you will get from the Supplier

- Pro- active account management
- Commitment and honesty
- Seamless transition
- Pro-active and open communication
- Dedicated Team
- Sharing of best practice
- Tailor made solutions.
- Implementation support and guidance
- National support
- Due Diligence
- A commitment to invest to meet your requirements
- Adherence to KPI's
- Ability to react immediately

What the supplier expects from the organisation

- Pro-active and open communication
- An in-house contract management team
- Senior Management support
- True Partnership
- Increased rewards based on performance
- Honesty
- A commitment to invest to ensure the contract works
- Implementation support and guidance



Neutral Vendor Solutions

Advantages

- Reduced agency margins
- Reduced time spent by line manager
- Electronic process
- Consolidated invoices
- Standardises and streamlines the recruitment process
- All roles go to a number of suppliers at the same time

Disadvantages

- Removes the personal contact and relationship with supplier
- CV driven
- Suits office based roles but not front end services such as Catering, Cleaning, Refuse etc
- Slows the temporary recruitment process down

Master Vendor

Advantages

- Chosen agency supplies 95% of the temporary staff
- Opportunity to build a relationship with the supplier
- Better suited to blue collar recruitment
- Dedicated access to pool of temporary workers compliant and suitable to the line managers needs

Disadvantages

- Agency may hold onto the vacancy rather than release it to tiered supplier
- May not be able to provide the full range of roles required
- If the relationship goes wrong ...
- Need to keep the relationship strong can be time consuming



Preferred Suppliers List

Advantages

- Saves money
- Offers more flexibility
- Build supplier relationships
- Each supplier can provide consolidated invoicing
- Better suited to Blue collar recruitment

Disadvantages

- Time consuming monitoring the contract
- 3-4 consolidated invoicing
- Inconsistency of suppliers
- Risks to compliance

Summary

- Creative recruitment
- Improved retention
- Utilisation of a Talent Pool of temporary staff via partnering with external suppliers.
- Options include: Neutral Vendors, Master Vendors, PSL's.
- Pick your supplier carefully and ensure that they have the same drivers, ethics and honesty as you.



■ Questions and Answers

