

# Page Outsourcing – Managed Service

Providing tailored solutions for talent acquisition



## About PageGroup

PageGroup is more than just a recruitment company – we are able to act as a true business partner, offering comprehensive and specifically designed talent sourcing and recruitment project management solutions to meet recruitment objectives at many levels and across multiple countries.

With 28 offices and over 1,400 employees in the UK & Ireland, combined with networks and databases that have been established for 40 years, we are recognised for our multi-discipline capability and providing a local, tailored service to all our clients large and small. Our cutting-edge sourcing strategies will be able to help you exceed your recruitment goals in a time and cost-effective manner.

## Why Page Outsourcing – Managed Service?

Increasingly, we are finding that more and more companies are in need of a comprehensive resourcing solution that embraces all functions across the recruitment process and can work within an existing HR framework to improve Talent Acquisition and remove cost. That is why we have developed Page Outsourcing – Managed Service as a managed service solution.

Page Outsourcing – Managed Service delivers a service that is designed to provide a scalable and flexible solution to meet your ongoing recruitment needs.

“ Due to the complexity and volume of recruitment involved in creating a new team, hiring across different levels and dealing with role profiles for four different job type descriptions we proposed a solution that involved our resources pre-screening all applicants before holding assessment days in our offices. ”

**Senior VP – Barclays Bank**





## Our service

We ensure that we understand your recruitment needs better than anyone else.

Page Outsourcing – Managed Service, created to meet the growing demands of our clients, leverages the internal capabilities of our elite recruitment specialists in offering customised solutions for your organisation's high-volume hiring needs.

You may have needs that stretch beyond the boundaries of the UK & Ireland and if that is the case, we would be delighted to discuss how we can use our global network to help you achieve your goals.



## Key benefits

- Managed recruitment on behalf of the client
- Dedicated Account Manager who will be responsible for all key stakeholder and line manager relationships and co-ordinate all aspects of delivery. (On-site as required)
- Dedicated Account Team of specialist, proven consultants from our existing business
- Regular and detailed management information to improve both time and costs to hire, improving the effectiveness of resourcing spend
- Removes the need and cost of an on-site team with complete flexibility to scale up or down as required
- Full access to PageGroup UK candidate resources; database, website, online/offline advertising – ensuring the best available shortlists for each vacancy
- Management of third party supply chain on behalf of the client



# An excellence-driven approach

To ensure total transparency, we put in place a reporting system and efficiency indicators to ensure we are meeting agreed objectives.

## An individual plan

We will create a customised solution for your organisation's talent acquisition needs to help you exceed your recruitment goals in a time and cost-effective manner.

## Diverse sourcing strategy

We are able to search for and produce quality candidates via our robust databases and talent identification strategies involving social media, job boards, targeted search and our regional and global networks.

## True global reach

Multi-country databases, international search and sourcing capability, combined with genuine local expertise.

## Dedicated support

There will be a dedicated Account Manager who will be responsible for all key stakeholder and line manager relationships, as well as a dedicated Account Team for the duration of the service.

## Outcome-oriented

We agree clear outcome and timeframes and deliver.

## Transparent and result focused pricing

No 'hidden costs' and a focus on results, using a flexible cost model that is tailored to your needs and linked to achieving your goals.

“ Utilising the combined resources of both our UK and South Africa operations, PageGroup formulated a strategy that incorporated a combination of database search, on-line and offline advertising campaigns. ”

Senior VP – J.P. Morgan

# Costcutter



## Background

Page Executive placed the HR Director and HR Manager with Costcutter as part of an initial investment plan by Bibby Group in putting in place a senior structure following their purchase of the business. In March 2013 Bibby Group announced that Costcutter, Palmer and Harvey were forming a strategic partnership called BuyCo. This move away from Costcutter's NISA agreement saw a period of significant investment in their corporate functions.

## Solution

Due to the volume of recruitment and the need, particularly in the retail area, to be able to respond quickly to requirements PageGroup and Costcutter agreed to establish a clear account management structure.

After a series of meetings to fully understand the business and their future requirements we put in place an exclusive supplier agreement with Costcutter benefitting from improved terms and conditions.

Key to the partnership being successful was putting in place an account management team. Due to the commitment from Costcutter we ensured that our top performing consultants and managers from each discipline were assigned to the account. These individuals then became responsible for ensuring that their teams were kept fully up to date on company information and gave first priority to Costcutter by making them aware of any top tier candidates coming on to the market.

To ensure that the account team were fully engaged and up to date on all aspects of Costcutter and Bibby Group's involvement Costcutter also hosted an afternoon introduction for the account team. This was an informal day that involved Costcutter's Strategy Director updating all members of the account team on the business, HR discussing the cultural fit and qualities they were looking to identify in the market and individual meetings with the heads of each area of Costcutter.

It was a very successful day that received great feedback and helped secure Costcutter the best candidates on the market.

## Results

Michael Page and Page Personnel placed a number of individuals across Trading, Finance and Marketing and all recruitment was managed centrally through the HR Director and HR Manager.



## Background

Monitor is the independent regulator of NHS foundation Trusts focused on the risks they face and how well they manage these, stepping in if problems are not being identified and addressed.

PageGroup is a preferred supplier to Monitor across a range of specialist disciplines. We support their ongoing recruitment needs and were recently selected to manage a volume recruitment campaign following organisational transformation in response to new changes to the health system.

The campaign required circa 300 roles at professional, senior management and executive level across finance, legal, economics, clinical, corporate services including HR, IT, project and information management, strategy, policy and case/inquiry Management.

The project was to be completed over an 18 month to two year time period and thereafter ongoing individual vacancies as required.

## Solution

Our strategy for managing the campaign was to take on responsibility for every stage of the recruitment process, from receipt of vacancy through to successful placement:

Candidate search and attraction using our PageGroup database and talent pool, peer networking and targeted search.

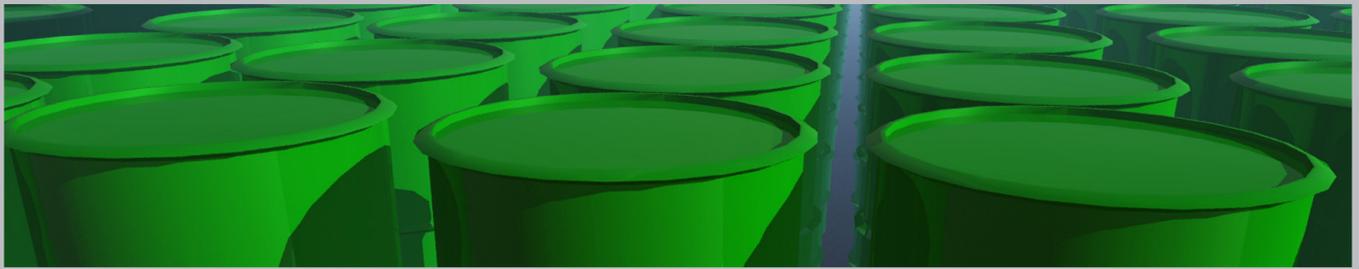
Applications receipt and handling followed by shortlisting of candidates for each role.

Assessment and evaluation using work based assessments, competency based interviews, candidate feedback / offer management and the provision of regular progress reports.

## Results

The campaign had a requirement to source 228 roles of which 174 were successfully filled by PageGroup. Monitor filled directly 40 roles.

The Monitor campaign has been a large volume and complex project involving many stakeholders, specialist disciplines and levels of roles. As experienced providers of public sector campaigns our success rate has been extremely high.

**BP**

## Background

In 2013 Michael Page Logistics were engaged to assist BP in the recruitment of multiple positions with their fuel delivery scheduling centre.

These positions were created as a result of the decision to complete the centralisation of the Scheduling and Dispatch team in Milton Keynes with a view to channelling all communications relating to the scheduling and dispatch of vehicles across the UK through a single team in the Milton Keynes, whilst enabling greater focus on H&SE and compliance at each terminal.

Although there was some internal interest, it was expected that a number of the positions would need to be sourced externally.

The roles were responsible for the effective scheduling, dispatch and trip reconciliation of the nationwide fuel delivery scheduling operation, they would have close liaison with customers, drivers and local terminal managers.

The ideal candidates for each of the three types of position would need an element of transport experience, coupled with good communication and IT skills. Recent graduates with good aptitude and potential could also be considered for some of the positions.

## Solution

Due to the complexity and volume involved in sourcing three different job descriptions across varying shift patterns, and multiple hires for each, we proposed a solution that involved our resources to pre-screen all applicants. In turn this reduced the exposure and investment of time in the campaign by only seeing a pre-screened shortlist for each of the positions.

The vast amount of time invested was by our team and went towards the pre-screening of a significant volume of candidates to determine short lists that were vetted prior to submitting our recommendations.

In order to ensure maximum reach BP opted to look at a combination of both online and print advertising in local news publications across Milton Keynes, Luton and Northamptonshire.

## Results

We screened over 200 applicants with phone and face to face competency based interviews.

BP filled some roles internally but the nine remaining full-time positions were filled by Michael Page Logistics across the dispatcher, scheduler, trip reconciliation administrators and dispatch and scheduling lead positions.

# Barclays



## Background

In the Spring/Summer 2015, Michael Page Legal assisted Barclays with the recruitment of legal professionals to create a Central Legal Team to be based in Birmingham.

These positions were created as an additional resource to Barclays already established legal team. The creation of a centralised legal team would underpin the key legal centres in London, Coventry and Northampton. The Central Legal Team would support and enhance the legal needs across the business whilst being based in a central location.

Although a fantastic opportunity there were couple of challenges for the hiring manager. The volume of recruitment – circa 16 roles to create a team and the location – Birmingham based opportunities requiring local talent.

The ideal candidates for each of the 16 positions would have excellent legal training, exposure to working in financial services and/or commercial contracts experience. In addition, the ideal candidate would need to be able to demonstrate Barclays key values (respect, service, excellence, stewardship), as well as hit the ground running whilst being part of a new team.

## Solution

A proactive recruitment campaigning utilising our local market knowledge and local network.

Due to the complexity and volume of recruitment involved in creating a new team, hiring across different levels and dealing with role profiles for four different job type descriptions, we proposed a solution that involved our resources pre-screening all applicants before holding assessment days in our offices.

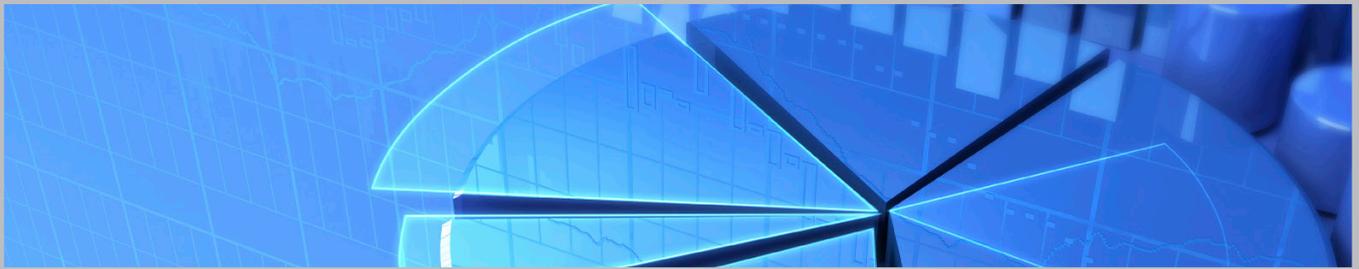
Not only did the pre-screening reduce the investment of time by the hiring manager, but we were also able to determine relevant short lists that expedited the recruitment process. This in turn ensured that the Michael Page run assessment days were efficient whilst ensuring all applicants had a positive candidate experience.

## Results

The successful hire of 10 lawyers into the Central Legal Team.

**J.P. Morgan**

**J.P.Morgan**



## **Background**

J.P. Morgan identified South Africa as a market for recruitment of scarce newly qualified accounting resource. In total, the requirement was for 15-20 people to work in their back and middle office functions.

## **Solution**

Utilising the combined resources of both our UK and South Africa operations, PageGroup formulated a strategy that incorporated a combination of database search, on-line and offline advertising campaigns.

We structured an interview schedule that incorporated an assessment centre and one to one interviews and psychometric assessment where relevant.

We arranged all travel and accommodation and utilised a combination of J.P. Morgan and PageGroup facilities in both Johannesburg and Cape Town over a 4 day period.

Successful candidates were also assisted with relocation information and support prior to their arrival in the UK.

## **Results**

PageGroup successfully filled 17 roles for J.P. Morgan.

Analysis by J.P. Morgan confirmed that they had enjoyed a 20% cost saving to their average cost per hire.

# Seven Seas



## Background

Merck are a global developer, manufacturer and distributor of pharmaceutical products. Seven Seas is a leading subsidiary focusing on the specialist consumer market of vitamins and supplements for healthy living.

Seven Seas were relocating their Sales and Marketing business from Hull to Feltham in Middlesex. They had identified 5 roles within Marketing, 7 in Sales and 4 support roles.

## Solution

PageGroup recommended a three tier strategy that incorporated:

**Database resources – networking – referrals**

**Online advertising** – we targeted sources such as The Grocer, Marketing Week.

**Social Media** – using the skills of our specialist in-house team to selectively target potential candidates using a range of media including LinkedIn.

We established a dedicated project team of two directors and four consultants.

All suitable candidates were interviewed face-to-face and assessed for relevant skillsets, competencies and behaviours.

Shortlists were presented according to an agreed schedule and that included a strict interview timetable for 1st and 2nd stages.

## Results

PageGroup successfully hired all roles within agreed timescales and budget.

Each role had an average of 4.2 candidates interviewed.

PageExecutive

MichaelPage

PagePersonnel

Part of  
PageGroup

.....

## Contact us

**Malcolm Kelly – UK Business Development Director**

Page House, 1 Dashwood Lang Road,  
The Bourne Business Park, Weybridge KT15 2QW

**E:** malcolmkelly@michaelpage.com

**T:** 01932 264445 **M:** 07867 555621

