

RPO DELIVERY FOR A LOGISTICS LEADER

CASE STUDY



The initial requirement was to provide additional on-site support to the Central HR team at Global HQ in the Netherlands. This involved the management of local, international, internal and external recruitment for positions across all functions and all job levels during a peak in recruitment activity.

Shortly after commencement, the opportunity arose to provide a greater level of consultation – improving and establishing a framework across all recruitment stages which included the promotion of partnering with hiring managers, achieving compliance, improving the candidate experience and creating a speedier time to hire with greater visibility of data.

Our client went on to extend the contract twice and this concluded with a handover to the newly appointed in-house recruiter.

The project was led by 6 Group's Head of RPO who had previously delivered RPO services for 12 years via Hays Corporate Accounts for clients within the Oil, Telecommunications, Pharmaceutical and Banking sectors.

The Head of RPO undertook the role as **Recruitment Partner** acting as a fully integrated member of our client's HR team based in their offices working in close partnership with the HRBP and senior HR Management.

During our partnership, just under 60 appointments were made.



SCOPE OF WORK

Campaign Planning & Execution

Roles involved attraction from across the globe with typical volumes at 20–30 permanent staff positions at any one time. This spanned all functions from a mid-to-senior level to the global head of a business unit.

The Recruitment Partner managed vacancies and candidates via the client's vacancy management system to which the Recruitment Partner had full access and also other related systems and tools.

A three-staged interview process was already in place but enhanced with a more formalised end-to-end structure. This began with a briefing meeting with the hirer to plan each campaign which included:

- Project time-line
- Job description definition/advertisement creation
- Identification of assessment criteria – behavioural and technical
- Sourcing and attraction plan
- Application review and selection process schedule
- Identification of hirer training needs – use of in-house system and interviewing
- Interview evaluation reviews and provision of candidate feedback for all stages
- Offer Preparation

Administration, scheduling and coordination for all stages was conducted by the Recruitment Partner.

Candidate Attraction & Tracking

- The Recruitment Partner responsible for maintaining all actions and updates within the client's in-house vacancy and application management system.
- Attraction methods included global advertising portals such as the client's company website, internal job board, internal referral scheme, specialist job boards, and LinkedIn.
- In order to manage 'difficult to fill' and highly specialist positions, the Recruitment Partner established relationships and negotiated rates with third-party providers across all disciplines in relation to contingent recruitment and executive search.
- The Recruitment Partner managed all applications coming in via these channels

Screening & Interview

The Recruitment Partner was responsible for conducting due diligence in relation to fit to the client's organisational, cultural and business values in addition to the functional and behavioural requirements of each position.

The Recruitment Partner's activities included the following:

- Reviewed all applications providing the hirer with a shortlist for further assessment
- Priority applicants invited to complete online assignments including a personality questionnaire – interpretation and feedback provided by the Recruitment Partner
- Recruitment Partner conducted the first-stage interview by telephone, video conference, face-to-face first with local, overseas internal and external candidates
- The Recruitment Partner created and designed the interview template incorporating the client's requirements
- A formal evaluation was written up for each interview. An electronic storage protocol was also introduced and followed by the Recruitment Partner
- Post-interview feedback was provided by the Recruitment Partner for both internal and external candidates

Compliance & Reporting

The Recruitment Partner managed all vacancies and applications via the in-house system. This date and time-stamped all activities from application entry through to offer.

The Recruitment Partner created a weekly report to provide an at a glance overview of information not previously visible and also established benchmarks for success for the organisation.

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These were set to establish initial benchmarks for the organisation:

- Current status on all open positions and progress update for all functions/job grades
- Weekly statistical overview on all activities
- Accumulating statistics on all activities to YTD
- Created targets and tracked information relating to hirer out of process activity, candidate's time in process, offer acceptance ratio, % use of third parties, time to offer and time to hire.

OUT OF SCOPE

Branding

External branding in relation to recruitment was driven by the client. Branding and growing the profile of our client's External Value Proposition is not within scope at present, however, all candidate communications is fully client-branded. Advice and consultation has been provided in relation to this in addition to optimising the use of supporting tools.

The nature of the recruitment was complex as it incorporated internal recruitment across a global group comprising multiple companies across the world, plus external candidates who were both local, expatriate in the Netherlands and relocating from overseas.

Offer Management/Vetting and Verification

The 6 Group Recruitment Partner supported the HRBP with the initial offer proposal. All information relating to package and remuneration, due diligence relating to visa requirement, international relocation assistance was provided by the 6 Group Recruitment partner to the client's HRBP who was then responsible for the subsequent creation and issue of the offer letters and formal contract of employment.

Onboarding

Onboarding was conducted by the client's HR Administration function that liaises with third parties relating to visa applications, property search, settlement and shipping of possessions.

PROJECT CONCLUSION

An in-house recruiter was appointed by the client and the Recruitment Partner proposed the format and content of the hand-over and knowledge-sharing plan. A full Recruiter's User-Guide was created by the Recruitment Partner for reference and formed the curriculum of the training and hand-over schedule. The document was also created with new Hirers in mind.

This document was shared with the HQ HRBP and Talent Acquisition Leads. The processes and templates created on behalf of our client continue to be utilised.

For further information or to discuss how 6 Group's RPO could work for you, visit our website or get in touch:
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