



Our
Success Stories

**Large UK
Water Provider**

2019

Overview.

We partnered with one of the largest providers of water and water waste services in the UK, who provide services to around seven million people and 200,000 businesses across North West England.

Our partnership began in 2001 with a provision to supply 75 contractors in one location. As a result of our outstanding service, and following multiple re-awards, we became the Managed Service Provider for all temporary and contract recruitment in 2013, an agreement which has since been extended until 2022.

Day-to-day, we manage all contingent requirements with 400+ contractors on-site throughout the North West and Cumbria.

Since our partnership began, we've worked to continuously improve our service offering. As a result of our exceptional delivery, our offering has expanded to incorporate the provision of recruitment technology and permanent recruitment support.

Why use a Managed Service Partner?

1. Manage and moderate recruitment suppliers
2. Guarantee fulfilment across all roles
3. Reduce and avoid recruitment costs



Outstanding account management team



Pioneering recruitment technology



Managing trusted supply chain partners




Controlling and reducing spend



Improving time-to-hire and candidate experience

Our results.



Length of
current agreement

18
YEARS

Fulfilment rate

100%

Average number of
placements

550
per annum

Total cost
savings

£6.5
MILLION



Contractors
currently on-site


400+

Hiring Manager
Net Promoter Score

100
"WORLD CLASS"

Number of
contract extensions

6



Contractor Net
Promoter Score

90
"WORLD CLASS"



High volume recruitment experts.

Outside of day-to-day recruitment requirements, we also support our client with seasonal projects that require a high volume of candidates within a tight timeframe. However, it's not just about finding as many candidates as possible, the quality of candidates is just as important.

We proactively engage with our talent pool of suitable candidates all year round, so when we're tasked with high volume recruitment campaigns, we have a talent pool of high-quality candidates who are screened and ready to go. This is important for our client as it reduces time-to-hire and allows us to quickly meet urgent role requirements during seasonal hiring.

Following a drought in North West England in Summer 2018, our client needed temporary Customer Service Advisors to deal with the spike in customer demand. Alongside the recruitment campaign already in place, our partner required a total of 74 Customer Service Advisors within a two-week timeframe. After just a week, we successfully placed 24 Advisors.

We successfully filled all the roles, with 74 starters beginning their assignment in June and July thanks to our talent pools of suitable, quality candidates. In total, we placed a total of 225 Customer Service Advisors in 2018.

In our largest, high-volume recruitment campaign to date for our client, we were tasked with recruiting a meter reading team of 120 people. We took ownership of all aspects of the hiring campaign, including advertising, initial screening, first stage candidate interview, coordination of the internal interview and offer management. From initial planning, the entire campaign took three months with all 120 roles being filled ahead of schedule, ensuring the team was fully manned for project commencement.

We proactively source suitable candidates all year round, so when we're tasked with high volume recruitment campaigns, we have a pool of high-quality candidates who are screened and ready to go.

Added Value.

At Rullion, we continuously improve and evolve the solution we provide our client, in-line with both their changing needs as a business and the introduction of new technology to the marketplace. At the heart of our innovation is the desire to help our client implement efficient processes that deliver a better experience to both stakeholders and candidates.

One of our aims was to improve candidate experience and make the interview process more efficient. In 2017, we introduced Launchpad, an on-demand, fully-branded video assessment tool for permanent roles.

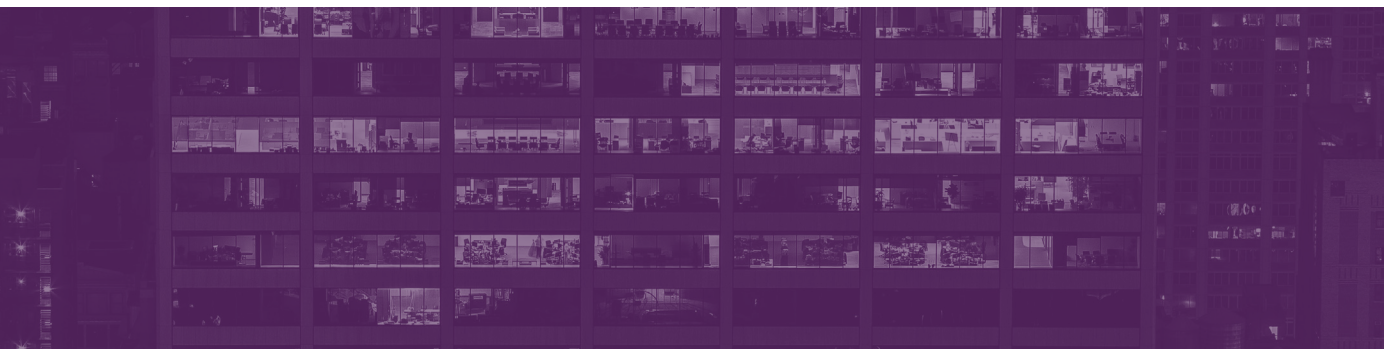
Hiring Managers are able to pre-record interview questions, which are then distributed to large applicant pools. Candidates receive a link to the video assessment which they can then carry out remotely in their own time, reducing the pressures candidates usually face during the interview process. Once the video has been recorded, our client's internal hiring team can refer to it as required, helping them make a more balanced decision.

“ Rullion’s communication is fantastic. Their team are always helpful, friendly and knowledgeable. ”

Hiring Manager,
Large UK Water Provider

Launchpad has helped the recruitment process become more efficient, consistent and helped mitigate unconscious bias for Hiring Managers. It has also reduced time-to-hire, saving both candidates and Hiring Managers valuable time that would have otherwise been spent on the interview process. This has improved the Hiring Manager experience, reflected in our world-class client NPS score of 100 - the highest possible score.

We also continue to improve myRecruiter, our bespoke proprietary platform that manages all recruitment activity. In 2018, we embedded Power BI into myRecruiter, which provides the ability to create a rich and meaningful business intelligence dashboard based on recruitment activity, adding further insight to recruitment decision-making.



Diversity and Inclusion.

Recruiting a diverse workforce has become an increasing priority for our client, given that historically the sector is white male dominated. To tackle this, Rullion has led various diversity and inclusion initiatives.

In 2016, we supported our client attract and recruit a more diverse Customer Technician population. Typically, these roles had been filled by referrals from other contractors, and as a result, most of the positions filled white-male dominated.

We were given the remit to recruit 20 temporary Customer Services Technicians to be based in the North West. We devised and implemented a strategy to attract a diverse population, including bespoke assessment centres, underpinned by competency-based selection criteria to help avoid unconscious bias. We received almost 200 applications for the roles and successfully filled all 20 positions with a more diverse range of applicants.

We have continued to address the gender imbalance when placing candidates with our client. In the last quarter of 2018, 43% of the candidates we placed were female, representing a positive shift towards a more diverse workforce.

We also support our client with their NEETs programme, a scheme designed to fast-track young people aged 16-24 who are not currently in education, training or employment into full-time work. We deliver a Work Readiness programme, which includes an initial selection process, classroom training and support. We also deliver sessions on Money Management, Team Building and Social Media.

Over the course of the last five years, we've seen many candidates flourish and develop during the six-week programme, with 90% of candidates gaining successful employment with one of the programme partner organisations.

Continuous Hiring Manager support.

At Rullion, we recognise Hiring Manager experience is fundamental to a successful partnership. Our dedicated, on-site, account team strive to continuously improve hiring management engagement and provide support, coaching and mentoring around the recruitment process with our client.

We developed and introduced an e-learning course for Hiring Managers called “License to Recruit”, which focuses on three core aspects of the recruitment cycle: candidate attraction, candidate selection and candidate on-boarding. This sits alongside our online intranet, where Hiring Managers can access “How to Hire” support and content around subjects such as interviewing and on-boarding.

We’re committed to supporting Hiring Managers with our client. Our Account Management team have fostered strong working relationships with key stakeholders, providing regular updates on recruitment activity. Thanks to our long-standing relationship, we are perceived as an extension of our client due to our clear understanding of their business needs, reflected in our world-class Net Promoter Score of 95.

“ Rullion is always organised, providing contractor details for review and interview, as well as liaising with all candidates. Rullion provides exceptional service whenever called upon ”

Hiring Manager
Large UK Water Supplier

About Rullion.

We exist to unlock the potential in all of us by creating products, services and experiences that help make the world of work more fun and fulfilling.

We remove the hassle of recruitment, priding ourselves on helping our clients, candidates and employees succeed and grow. Equipped with 40 years' experience in the recruitment industry, we offer flexible, tailored solutions to meet individual needs through our Managed Solutions, Staffing Solutions and Talent Consultancy teams.

For more information about Rullion and our solutions, get in touch:

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