



Our
Success Stories

**Government
Energy Research
Body**

2019

Overview.

Our client is a public sector organisation responsible for research into atomic fusion energy within the UK, employing approximately 1,500 people.

Our partnership is one of a kind due to the client's niche technical requirements, unique culture and cutting-edge projects in fusion robotics and research.

We're proud to be their sole supplier of white-collar contractors since January 2006, including senior engineering, technical and scientific personnel. We provide contractors to their laboratory for fusion research where they also conduct vital research into robotics. We currently have 345 contractors on assignment with this client.

The contract was initially awarded for three years, but as a result of our first-class service delivery, our contract has been extended ever since, spanning 13 years.

Why use a Managed Service Partner?

1. Increased visibility and control across recruitment
2. Improve the number of vacancies filled
3. Establish ongoing service improvements
4. Realise cost saving opportunities

Our Solution.



Expert on-site Account team



Bespoke recruitment technology platform



Hiring Manager and contractor experience




One consolidated monthly invoice



Continuous improvement

Our results.



Length of current agreement


13
YEARS

Jobs filled
in 2018

316

Fulfilment rate

100%



Contractors
sourced directly

90%

Contractors
currently on-site

345

Hiring Manager
Net Promoter Score
(NPS)

71
"WORLD-CLASS"

Number
of contract
extensions

4



CV ratio to hire

2.5:1



Implementation.

In 2006, our client recognised the need to bring their temporary recruitment under one agency. There were no formal recruitment processes in place, with hiring managers recruiting on an ad-hoc basis, which led to a lack of control and visibility over recruitment.

Following a competitive tender process, Rullion were selected as Managed Service Provider for senior engineering, technical and scientific recruitment. We undertook a detailed scoping exercise to develop a thorough understanding of their needs and existing operations and from this, we developed a tailored recruitment process which focused on our partner's specific needs.

We consolidated over 1,300 monthly data entry and accounting transactions to just one, saving valuable hiring manager time. We also embedded a specialist on-site team, on-hand to liaise with stakeholders across all levels of the business. We also implemented several cost saving initiatives. We replaced annual cost of living rates with individual assessments, which has meant only 20% of contractors receive a rate increase during the year, opposed to 100% under the previous arrangement. We also began undertaking regular pay rate benchmarking exercises which has resulted in a reduction of 5% across certain functions.

Since the contract was implemented, we've continually looked for ways to improve our service offering for our client. In 2014, we implemented our bespoke proprietary platform, myRecruiter. The platform manages the full recruitment cycle, providing complete control and visibility. Over 100 hiring managers can now raise job requests, review candidate submissions, arrange interviews, manage offers, onboard candidates, review and approve hours worked – all via a single, integrated system.

Our client was so impressed with the functionality of myRecruiter that they have rolled out the technology across the entire site, including their field contractors, supplied by their other recruitment partner. We've led training sessions for their field contractors on how to use our timesheets and expenses to ensure a seamless transition to the system.

Continuous improvement.

At Rullion, we never stand still. Back in 2017, we recognised we needed to improve our service offering even further with our partner.

We started by re-designing our on-site team, implementing a new team structure with each member of the team responsible for roles across a certain specialism. This meant that each consultant was a market expert which has led to better quality hires from within previously untapped talent pools. We also hired a dedicated point of contact for contractors to support contractors with any issues, which meant hiring managers were no longer burdened with contractor requests, saving valuable hiring manager time.

We also implemented quarterly Net Promoter Score (NPS) surveys to measure both client and contractor satisfaction and hear their feedback. When we receive negative feedback, we make it our position to find out what went wrong. For example, one of their senior stakeholders highlighted that contractor day rate increase applications were a huge time burden. Historically, applications were sent to the Operations Committee to be reviewed, however there was no formal screening process in place and the documents were often poorly written. We implemented a market rate review, alongside a screening process whereby all contractors must meet certain criteria before they can be considered for a rate increase. Not only has this saved hiring manager time, it has also reduced recruitment costs for our client, as when the contractor asks for a rate increase, we advise a more appropriate, benchmarked rate to request.

In our most recent NPS survey, we achieved an overall score of 77, considered World Class, with client score of 72 and a contractor score of 81.

“ I have found Rullion to be very helpful in placing candidates for me. Their advice in pitching offers and liaising with candidates has been very professional. Rullion has also helped me with some difficult performance issues recently. Again, I felt their service was professional but firm. They have helped me strengthen my workforce dramatically. ”

Hiring Manager

Government Energy Research Body



Legislative support.

At Rullion, we pride ourselves on keeping on top of any legislation changes, providing support to both contractor and client.

Upon the announcement of the IR35 reform in the public sector, our team ran workshops and 1-2-1 meetings with the affected contractors. During the workshops, we explained the consequences of the reforms, outlining how they will be affected and what options they have moving forward. We worked with our client to identify who would be likely to accept the changes, who wouldn't and who might need some uplift in rate to account for their reduced pay. Once the team had completed these exercises, they implemented the change on the correct staging date, ensuring minimal disruption to site, backfilled any leavers and ensured appropriate handovers were held.

Every two months we also hold Managing Agency Workers sessions with Contract Managers, in collaboration with their Head of Procurement. The sessions involve a two-hour presentation, talking them through any legislation changes, discussing what is going on in both the public and private sector, and answering any questions. We also support stakeholders at the most senior level, attending the monthly and quarterly review process where we provide an update on any legislative change and offer advice.

“ The service we obtain is of a very high standard, in fact, the service delivery has been continually improving. The on-site team now have a very good understanding of our culture, and they are proactive in their approach to the contract. ”

Head of Procurement
Government Energy Research Body

Hard-to-find talent.

As a specialist government body, the roles are often incredibly challenging to fill. In most cases, there are few people in the world who have the skills and expertise. Despite this, our specialist recruitment team is highly experienced in filling complex roles.

In 2018, our client required a Procurement Buyer. The role was difficult to source as a result of strict salary restrictions, and because of the specific public sector criteria, the candidate had to comply with regulations and have experience using an U4BW (Agresso) system. Our client recognised these restraints and asked us to brief the role to a specialist second-tier recruitment agency. However, the second-tier agency had little success. We continued to source the role, managing to identify and secure someone in budget, ahead of schedule with the desired skillset.

Another challenging role to source was a Process Chemist - a complex and highly skilled position. The role was business critical, however thanks to the dedication of our on-site team, we successfully sourced a candidate within just four weeks, surpassing client expectations.

Our ability to successfully fill challenging roles not only means our client can always rely on us, but it also means we rarely have to utilise a second-tier supplier, reducing overall recruitment spend.

We've built a strong reputation for filling difficult roles, with the number of vacancies filled ahead of schedule massively improving, achieving a 100% vacancies fulfilment rate over the last two years. Such is the confidence in our ability, we've begun to support the in-house recruitment team with permanent hires.

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:

Melissa Harrison-Crowley

E: Melissa.Harrison@rullion.co.uk

T: 0203 201 1240

