



Case Study: Volume Recruitment

Regions in scope: Manchester, Glasgow, Crewe, Sheffield

Volume required: Minimum 20 candidates per month

Contract terms: Permanent roles

Salary Range: Min Wage to 11.25 per hour

Roles: Inbound Customer service and Sales

Candidate Profile:

- Office based worker
- Must have 6 months contact centre or retail experience
- Talk and Type skills
- Evidence Right to Work
- Evidence previous employment and salary
- Both personal and financial references where required

Headline Statistics:

- On average “1 in 5” of the candidates that make it through our selection process; both AI and Resourcer Capability Interview.
- Of the candidates that we provide for competency-based testing with our clients we have a great success rate (MOM average for Volume Recruitment) of >80% conversion from interview to offer stage.
- From offer stage to “onboarding” which we include attendance on day 1 of training, we have an attendance rate greater than 75%- the main reason for dropping out here is offer date to start date > than 2 weeks.
- From Training to “In Life” (3 months completed) > 65%
- Feed back so far is that more than 90% of our candidates that proceed after 3 months are retained beyond 6 months.