

Financial Services- Volume Recruitment and RPO Case Study 2022/2023

Three years and growing! Our RPO and volume recruitment proposition has provided over 300 advisors in the last 12 months - How can we impact your contact centre.

RPO - put simply is Recruitment Process Outsourcing and a significant enabler to our volume recruitment business. I'd like to share a case study with you in the Financial services sector - A BPO working for a large UK Building Society.

This case study is recent- 2022 and 2023, and a significant milestone reached - 12 months successful provision navigating our client through the "great resignation" and "cost of living crisis". Both these two elements (but not limited to) have resulted in; a huge increase in call volumes, a significant problem attracting the right candidates, retaining the advisors and progressively meeting the SLA's and CX standards.

Some of the key headlines:

- 97 Agents Provided (Collections and Recoveries and Customer Support)
- 10% attrition within the first 12 weeks
- 72% of the intake remain within the operation
- Location Scotland

Both Spencer Joseph and our client; an internationally recognised BPO are delighted with the result and our relationship continues to grow supporting the global internal recruitment teams. Our role has been to screen, interview, deliver individual CIFAS packs, onboard, retain monitor and report.

How have we achieved this:

- **Our turnaround time from notification of volume required to start date has been 5 working days.** At Spencer Joseph we have created a market leading system and process a combination of contact and communication strategies, utilising the efficiency of technology and the intellect and emotional intelligence of our crafted consultants. Our SLA on Screening to CIFAS pack checking is 3 working days.
- **Employee Journey Mapping.** Working with the management team we have created a focus on the significant influences of the employees journey- proactively identifying "risk" areas for attrition. We conduct *insights and analysis* with employees that are flourishing in the business and have left the business.
- **We stand accountable for our delivery.** Our commercial modelling and rebate periods reflect the shared risk that we have with our clients, our commitment to continuous improvement and success modelling.

If you would like to find out more about our value proposition, please do contact:

Joe Lightfoot- Director

Email: joe@spencerjoseph.co.uk

Mobile: 07432847856

