



Case Study: Specialist Advisor and Support Services Recruitment

Regions in scope: Greater Manchester Regions and Gloucestershire

Volume required: Typically between 5 and 20 per month per client

Contract terms: Permanent roles

Salary Range: £20,000 to £28,000

Roles: Outbound Sales (B2C & B2B), Sales Advisors. Specialist Customer Service and Complaints

Sectors Covered: Debt, Life and Funeral, Finance and Financial Advice

Candidate Profile:

- Office based worker and hybrid
- Must have 6-12 months sector specific experience
- Evidence Right to Work, and relevant qualifications
- Evidence previous employment and salary
- Both personal and Financial references where required

Logos:



EVASON  
FILDES



VoCoVo

KURΛ



NORTHERN  
GAS AND POWER  
THE SMARTER ENERGY CHOICE

#### Headline Statistics:

- 1 in 9 of the candidates that make it through our AI Resourcer Capability and Competency based interview process
- We provide detailed competency-based testing, behavioural, alpha numeric testing with our candidates and we have a conversion rate of 1 in 3 candidate to offer ratio.
- From offer stage to “onboarding” which we include attendance on day 1 of training, we have an attendance rate greater than 95%- The main reason for dropping out here is alternative role sought due to salary or location.
- From Training to “In Life” (3 months completed) > 95%
- Feed back so far is that <3% of our placements have left within the 1<sup>st</sup> 6 months- the great impact on this impressive number has been the relationship with our clients, the profiling of required individuals and the inclusiveness in the overall process.