



Case Study

Client Brief

An approach was made by Office Depot asking us to provide a consultancy service to carry out a review and revision of their complete recruitment and selection process to be used nationwide.

The desired outcome was to reduce turnover by ensuring "best fit", increase business and market share, and to create a team that would grow and develop with the Business facilitating internal succession planning as far as possible.

Be Personnel Response

Our approach was to first meet with key personnel, to get to know them, and to establish why they thought they needed our input. This was followed by examining what was currently done and evaluating the relative success of each step of the process. We then carried out an extensive benchmarking exercise of sector competitors and other nationally recognised and acclaimed leaders in the recruitment and selection field.

As we progressed the regular face to face meetings were regarded as being of paramount importance to ensure an open dialogue for the duration of the project.

Using the information gathered along with our professional knowledge of industry and business mediums and assessment techniques available we created a revised recruitment and selection process for the client to pilot.

In developing and refining this process our work included, in some cases revision, and in other cases making a complete change of the following:

- Person specifications
- Job Descriptions
- Identification of key competencies
- Job advertisements
- Advertising mediums
- Telephone screening
- Face to face competency based interviews
- On line psychometric assessments
- Evaluation matrix
- Offer letter and contract of employment drafting
- Training and development needs analysis

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Summary

Be personnel was invited to fill an initial number of vacancies to test and evaluate the revised recruitment and selection process and as the client was delighted with the results we were then asked to recruit a complete team of thirty six Telephone Account Managers.

The success of a project on this scale was no mean feat for a small company but as always Be Personnel willingly and successfully rose to the challenge.

We have now been granted preferred supplier status and continue doing what is second nature to us; providing a tailor made effective solution that has delighted our client.