



Case Study

Synopsis

A referral from the Head of HR, based on her personal knowledge of Angela from previously having worked with her, was our initial introduction to the Company and although the Head of HR has since changed our relationship with the current job holder and her team has gone from strength to strength.

In approximately a two year period we have successfully recruited 27 Telephone Sales Agents and 1 Sales Operations Manager

We provide a comprehensive service to the client which includes a full pre screen of candidates to ensure that they will meet the entire client vetting criteria for working in banking services. We arrange interviews, follow up on interviews and keep in close touch with the candidates throughout the four to six weeks the vetting process can take. We have built an excellent working relationship with the client's on site Recruiter and regularly support her by chasing information required to speed up the whole process.

As the client needs and indeed our relationship with them have evolved, the process of sourcing and recruiting candidates has been refined with agreement of both parties demonstrating the value of working together. During 2010 we were given access to upload applications on to a job portal from which the candidate would have to complete an email application to be reviewed by a central recruitment team. They would then conduct a further telephone interview with the candidate before scheduling a face to face interview. This was a very drawn out process and candidates would drop out due to timescales, finding other work etc but following a review it was agreed that Be Personnel would send CVs direct to the in house recruiter and so speed the process which benefits all.