



Case Study

Client Brief

Following a speculative Sales call by Angela Brunton, MD, Be Personnel was asked to recruit 2 scribe/note takers to work alongside students with additional support requirements.

Be Personnel Response

First step was to meet with the client to gain a detailed understanding of the role, identify all key requirements in respect of person specification, timescales, numbers, and contingencies. We have an extensive database of candidates seeking temporary assignments but for this brief we chose to also advertise to ensure targeting the specialist candidate skills required for this sensitive and extremely important role. All candidate telephone pre-screening and face to face interviews were conducted by fully qualified senior practitioners to ensure the best possible match for each student, where possible taking account of personal preferences to achieve "best fit" and always with the dignity of the student being of paramount importance.

Key areas of consideration included the type and level of support required; the subject and level of study, both academic and intellectual. We did what we do best and listened to what the college's main criteria and requirements were to put together a recruitment solution that dovetailed into their particular plans. Our recruitment expertise coupled with knowledge and assessment of our candidates allowed us to recommend the best person to exactly match the particular students' needs.

Summary

The success of the initial recruitment and placement of scribe/note takers gave the client the confidence and belief in the quality of our service that led to the original brief being extended to cover two sites and we were delighted when asked to extend the brief further by providing tutors who are also matched to students. We now provide scribes, note takers, and tutors to support around eighty students with additional service enhancements of Be Personnel acting as an umbrella company for all Disclosure Scotland submissions and providing a complete pre employment reference service, both of which save the Client time and cost.

" Be Personnel took the time to ensure a full understanding of our requirements and the importance of the role to our students, which gave me absolute confidence in their professionalism and provided the real base on which the success of the brief was achieved. They have also developed a sound knowledge of their temporary staff, and so could identify exactly the right person to match with our students and indeed several of them return to us term after term. Before, during, and after an assignment, either Angela or an assigned consultant is always available to both me and the workers should a problem arise".