

Case Study: Recruitment Process Outsourcing



Background & Scope

Our client, a significant coal producer in the Hunter Valley, had an immediate need to appoint a recruitment service provider to deliver a seamless solution to ensure the recruitment objectives were met for the open cut, underground and CHPP operations. This need was identified by line managers who found their time increasingly consumed by recruitment issues and in turn, decreasing their ability to focus on core duties.

It was anticipated that these services would be needed until such time a permanent in-house HR Shared Services team could be implemented.

The complete RPO solution presented by Prospect Consulting met all the requirements to ensure a seamless and consistent delivery of the the clients' recruitment objectives.

Our Solution

During the nine month project, Prospect implemented a tailored Recruitment Process Outsourcing solution.

Specifically, this solution included:

- Establishing a value driven fixed cost framework
- Managing all client and candidate liaison throughout the recruitment process
- Creation of competency based job specifications to increase attraction and suitability for the job
- Multi-channel sourcing strategy (online and press advertising, and referrals)
- Pre-screening interviews conducted by Prospect with all shortlisted candidates
- Psychometric assessment and debrief of all shortlisted candidates
- Formulation of competency based interview scripts to ensure consistent and objective decision making
- Facilitation of offer negotiations and confirmation of acceptance



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Additional services provided by Prospect Consulting included:

- On-site HR Advisor
- A detailed audit of employee HR and training files
- Revision of all position descriptions, staff and contractor induction processes, recruitment and selection processes
- Coordination and training of new performance management system
- Coordination of performance reviews and remuneration reviews
- The formulation of standard employment contract templates and EA letter templates

The Results

- More than 50 roles successfully filled within nine months
- Developed a candidate talent pool of over 400 candidates
- Average time to hire reduced significantly
- Highly effective recruitment processes put in place for the HR Shared Services team to utilise
- Comprehensive review of all HR processes on site
- Successful implementation of a new performance management system



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