

CASE STUDY

How we streamlined administrative tasks and improved data management



Client:

The client is a leading healthcare provider that places doctors on locums and permanent jobs across Australia, the UK, Ireland, and New Zealand.

Challenges:

Sidelined from Core Competencies: The client's onshore team was diverted from their main areas of expertise to focus on secondary tasks such as formatting CVs, handling a large volume of candidate documents daily, generating leads, updating jobs on their CRM, and conducting IMC (Irish Medical Council) pin checks.



Our Approach

- **A dedicated Recruitment Resource:** All administrative work was done by one dedicated recruitment resource working offshore from IMS, who also adhered to government regulations for document processing.
- **Lead Generation:** We handled lead generation on an ad hoc basis to find better applicants from the current employment market.
- **CV Cleansing:** Our team thoroughly cleansed CVs, ensuring they strictly followed the client's formatting requirements.
- **Data Accuracy:** We made sure that all the information in the CRM was correct and up to date by updating client data and profiles and mapping clients on a regular basis. This facilitated smoother operations.
- **Continuous Processes:** Our team diligently carried out continual processes such as PIN checks, job updates, and reference chasing.
- **IMC Pin checks:** We conducted pin checks against the Irish Medical Council registry for the shortlisted medical personnel.

Results

Efficient CV Formatting:

Our team proficiently formatted **120 CVs per month.**

Document Management:

We successfully uploaded **more than 300 error free documents per month.**

Accurate CRM Data:

Ensuring the accuracy of the data stored in the CRM helped us minimise the risk of compliance audit failures.

Candidate Sourcing:

From January to March 2024, our client was able to source **253 candidates through our lead generation efforts.**

High-Quality Candidates:

Our efficient administrative processes allowed us to consistently provide the client with top-notch candidates. We **posted over 260 Locum jobs on the CRM** and performed an average of **400 monthly IMC pin checks**, ensuring the selection of top-notch candidates.

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**Ready to streamline your administrative tasks?
Improve data management, reduce administrative workload, and enhance your recruitment process with IMS People Possible. Contact us today for customised solutions tailored to your organisation's unique needs.**

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