



Scaling Recruitment Services with Dedicated Out-of-Hours Support

Geography

United kingdom

Industry

Education

Service

Sourcing

Client Tenure

21 Months

Case Study Period

12 Months

Team Size

04 Resources

Client Profile:

The world's largest family-run recruitment business with seven decades of legacy, having access to the UK's largest candidate database, and expertise across 20 specialist sectors.

Client Objective:

- Implement a cost-effective model that serves all brands under the client's Group banner.
- Set-up an offshore team to manage out-of-hours tasks.

Solutions:

- Built a dedicated team for out-of-hours support.
- Initially provided sourcing services, later expanding to include voice screening processes.
- Expanded the team to handle peak season demand.

Impact:

- Consistently maintained an average of 40 professionals on roll per month, meanwhile successfully filling niche roles.

Months	Interviews	Placements	Rolling Workers
Jan	2	3	47
Feb	1	2	48
Mar	1	1	53
Apr	0	1	41
May	3	1	52
Jun	2	1	50
Jul	2	1	38
Aug	2	0	6
Sep	1	1	42
Oct	2	0	32
Nov	1	0	36
Dec	2	0	36

2024 Performance Data

