



**9,000+ Shifts Booked & 51,000+  
 Timesheets Processed in Just 7 Months**

### Geography

UK

### Client Tenure

4+ Years

### Industry

Health & Social Care, Public Sector, Non-Profit Sector

### Case Study Period

07 Months

### Service

360° recruitment services

### Team Size

13 Resources

## Client Profile:

An expert recruitment business specialising in staffing and recruitment services for health & social care, the public sector, and the non-profit & third sectors across the UK.

## Solution:

- Deployed a 7-member team handling document uploads, candidate screenings, training scheduling, and verification of critical documents like Right to Work, DBS, and Fitness to Work certificates.
- Deployed a dedicated 4-member team to manage shift bookings, uploading, tracking availability, and shift confirmations with candidates, including proactive handling of shift cancellations.
- Streamlined the timesheet processing system with timely database updates and entry verification, ensuring prompt weekly candidate payments.
- Provided extended coverage during evenings and weekends to capture and confirm urgent shift bookings without service disruption.

## Client Objective:

- Ensure seamless shift booking management across multiple NHS trust banks.
- Achieve fast and efficient candidate compliance for smooth onboarding.
- Manage the timely processing of candidate timesheets for multiple trusts.
- Provide out-of-hours and weekend support to prevent missed shift bookings.
- Allow onshore teams to focus more effectively on core client relationship tasks.

## Impact:

- 9112 shifts booked in 2024.
- 317 candidates made fully compliant ahead of shift assignments.
- 51,356 timesheets processed, ensuring candidates were paid on time weekly.



## 2024 Performance Data

Month	Bookings	Compliance	Timesheets Processed
Jan	857	35	3368
Feb	634	21	3090
Mar	840	22	4568
Apr	658	24	4348
May	711	36	4902
Jun	897	28	4501
Jul	687	29	3398
Aug	750	27	3631
Sep	727	26	4016
Oct	874	25	5930
Nov	889	20	5464
Dec	588	24	4140
<b>Total</b>	<b>9112</b>	<b>317</b>	<b>51356</b>

