ims PEOPLE POSSIBLE!
Outsourced Recruitment Support



Case Study: Out of Hours Service

Key highlights

Booked 3500 hours despite being the second resposibility of the team

Geography:
UK

Sector:
Healthcare

Client:
One of Britain's leading and fastest-growing specialist recruitment companies, supplying locum doctors, nurses and AHPs to the NHS and independent hospitals throughout the UK.

Client Challenges:

- The client, a leading framework healthcare agency, was struggling to serve their candidates and client's during out of business hours, specifically late evenings, weekends and public holidays.
- The client didn't have enough staff to handle the number of enquiries coming from hospitals and nurses, resulting in a series of incorrect status entries of DNAs, unfilled shifts, unhappy nurses etc.
- There was an ever-growing requirement for a secure and organised OOH procedure for the team to follow and ensure the framework requirements were met.

Our Solution:

- IMS People Possible provided the client with a bespoke outsourcing solution to address their difficulties. We set up a team of 4 resources, trained in OOH services, to handle incoming calls, emails and book shifts from client's and candidates.
- We provided full cover for the following time's: early morning, late evening to midnight on weekdays and a 20 hours per day cover during weekends and public holidays.
- This team was fully trained to provide great customer service to their client's and candidates, and to also handle any complaints or difficult scenarios.
- IMS People Possible's OOH team handles numerous tasks including shift cancellations, late arrivals, shift confirmations, shift booking, payments, invoices etc.



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- During business hours, the OOH team also supported the client in compliance tasks and timesheet processing.
- The OOH team has successfully managed the high call flows and have simultaneously facilitated last minute booking of shifts from nurses, aiding in fill rates.

Results:

- Difficult situations were handled effectively by the OOH team and appropriate solutions were provided to the clients and candidates to ensure positive customer service.
- The team maximised the booking opportunities for nurses, especially in last minute bookings, generating a higher ROI than before.
- The OOH team have recovered 60% of the cost in just the first 5 months of operations, booking over 3,500 hours despite it being only a secondary responsibility of the team.

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