

The impact of retaining an exclusive recruitment partner

Parkhouse Bell has an excellent track record in delivering proven results for our clients via our fully outsourced, flexible recruitment solutions. Crown Agents, a major international development organisation, retained Parkhouse Bell as its exclusive Recruitment Process Outsourcing (RPO) partner, resulting in:

1. 55% cost savings
2. A significant reduction in time to hire – from 50 down to 28 days
3. The appointment of 26 roles in 6 months (16 externally appointed, 10 internally)

The Full Story

Crown Agents is an international development social enterprise, whose history partnering with governments, aid agencies, NGOs, and companies worldwide dates back to 1833. Its activities are centred around economic growth, strengthened healthcare and improved financial management and governance, all of which aim to create lasting change and sustainability.

The Situation

With strong growth aspirations, including a planned organisation restructure to position them for strategic growth, Crown Agents faced a number of recruitment challenges, which were hindering its ability to build a strong, cohesive team. These challenges included:

- High recruitment costs
- Unsatisfactory time to hire
- An underperforming internal recruitment team

Recognising that realising their growth objectives would be extremely challenging without improving their recruitment process, in November 2017 Crown Agents appointed Parkhouse Bell to exclusively manage all recruitment activity.

The Offer

Parkhouse Bell provided a fully-outsourced recruitment solution for Crown Agents, working on a monthly retainer for an initial 6-month period. Over the length of this initial contract, the following services were delivered:

- The exclusive services of one of Parkhouse Bell's Senior Consultants, who has been Crown Agents' dedicated Account Manager
- Creation of detailed candidate packs and advice on job /person specifications, all according to Crown Agents' branding and marketing specifications
- Creation, posting and management of online advertisements for roles that were open to both internal and external applicants
- Carrying out wide-reaching market-mapping and headhunting recruitment projects
- Conducting extensive preliminary interviews of identified candidates, ahead of the submission of CVs
- Advising on competitive salaries and sharing key market intelligence and feedback on Crown Agents' brand, gained through preliminary interviews

- Right to Work checks
- Developing and providing tailored interview questions
- Support and coordination during the full interview process, including attendance as a panellist at both internal and external interviews, and offering of interview advice / training as needed
- Thorough verbal references taken upon successful appointment (or earlier, as required)
- Support during salary negotiation process

The Advantages

Working with Parkhouse Bell as an exclusive recruitment partner offered Crown Agents numerous advantages:

- Significant cost savings, versus employing multiple agencies all with potentially varying fees (and quality standards). Prior to working with Parkhouse Bell, this was Crown Agent's recruitment strategy.
- Savings on internal recruitment team wage costs
- A consistent fee schedule, allowing more accurate financial forecasting
- A dedicated, streamlined and stable service
- A high-quality recruitment service staffed by experienced, professional recruiters in training, government-funded and related industries who have strong existing networks and are used to recruiting at speed, within very tight time constraints
- Additional market insight, including salary advice and feedback on the client brand in the marketplace and amongst potential competitor organisations

Given the success of the partnership, Crown Agents has recently extended the initial contract by a further 12 months, to continue supporting their recruitment activity.