

# Labour Hire Services

## Case Study I

Client: the Department of Health & Ageing

**Requirement** - Labour Hire services, APS3 – AP5 Data Entry / Call Centre and/ Executive Assistance (multiple staff)

### Background

- Size: Over 40 full-time employees across five levels (APS3 – APS5) and multiple (8-10) role types
- Market: Administration and Customer Service employment categories – call centre, data entry, basic administration, executive assistants
- Problem client facing: High levels of staff turnover due to the nature of the work and uncertainty surrounding future funding had led to a backlog of unprocessed applications and a seriously under resourced team within the division.

### Client request:

- develop an ongoing recruitment strategy to satisfy the high volume requirement for skilled customer service and administrative staff
- improve the selection and retention of staff within the roles through job profiling and subsequently more effective matching processes
- assist with the ongoing management and support of the contractor team and run an 'effective payroll and invoicing function

### Services Supplied

- Position profiling – behavioural, capability and key outcomes
- Attraction strategy incorporating promotion, marketing and advertising - included applicant information kit with role description and selection criteria
- Short-listing and vetting-based reference checks
- Ongoing management and support
- Payroll and invoicing for contractor team

### Key Challenges

- Fast paced environment with high turnover of staff and in some cases, mundane and routine work

### Labour Hire Services

- Contractors commenced on 6 week long contracts and extended piecemeal due to unsure nature of funding – it created a difficult situation to try and maintain contractor loyalty
- High volume staff requirement over an extended period of time

#### Outcomes Achieved

- 33 staff were successfully selected through the initial process on labour hire contracts- within the data entry, call centre and administrative assistant roles
- Candidate standards far exceeded past recruitment outcomes
- Management of the service relationship exceeded past experienced and under challenging circumstances
- Success of the labour hire service has led to significant engagement for further recruitment services across other divisions within the department
- Some of the contract staff were successful in progressing on to fill higher level roles as EA's and Team Leaders due to the strength of their skills base
- Majority of the original staff accepted Non Ongoing contract extensions and are still working in their roles today