

# Outsourced Recruitment Administration

## Case Study I

Client: The National Water Commission (NWC)

**Requirement** - *Outsourced Recruitment Administration – 2 (Bulk Round Recruitment Process)*

### Background

- Through regular contact with the Corporate Manager at the NWC we became aware that key staff were leaving at the same time roles were about to be advertised for permanency.
- Overall four roles were due to be advertised and only one had a suitable incumbent internally. At the same time NWC were implementing new IT hardware across the organisation, and they had reached a peak time of year for the finance team (FBT return, end of Budget cycle, end of March hard-close). The organisation is quite small with minimal resources – they were heading for a period of high risk
- Our client noted that there was no existing budget for four full end-to-end outsourced recruitment processes, although that would have been ideal. We recommended a reduced service model in the circumstances that outsources much of the time consuming 'hack work' and still affords us the opportunity to add some value to the process. We were able to quote this service at minimal cost to NWC.
- Our quote was not accepted initially due to lack of available budget, but in early February we were asked to quickly respond and initiate the reduced service approach for four ongoing positions with one days notice

### Services Supplied

- HorizonOne managed four concurrent recruitment processes for:  An APS 4 Finance/Accounts Officer
- An APS 6 Financial Accountant  An EL I Finance Manager  An EL I Governance Manager
- We had one day's notice to prepare and then initiate the project whilst coordinating with NWC internal processes and the APS Gazette deadlines
- We were also required to bolster the team during the two month period over which the process took place:
- With a high level contractor to support the corporate manager with budgeting, financial statements, and the management of the four recruitment processes
- With an APS 6 level engine room accountant
- Outsourced Recruitment Administration
- With a project officer on contract that also performed scribing duties  We were