

Question...

How do we support a public agency employer's need to recruit multiple permanent vacancies within short timescales, while adhering to their detailed and lengthy background vetting process?

Case Study

yolk

Answer...

By working closely with them to develop a flexible recruitment solution that complies with their detailed screening requirements



**Gyrfa Cymru
Careers Wales**

Career Choices Dewis Gyrfa Ltd (CCDG) is a wholly owned subsidiary of the Welsh Government, trading as [Gyrfa Cymru Careers Wales](#). They provide the all-age, independent and impartial careers information, advice and guidance service for Wales.

Their bilingual services deliver independent and impartial careers information, advice and guidance at centres, in partner locations, online, as well as over the phone and via social media.

They also work with partners to deliver a range of related services, including supporting schools to engage with employers to improve students understanding of the work and providing support to schools and colleges, through consultancy meetings and bespoke training, to enhance their Careers and World of Work (CWoW) curriculum.

Careers Wales also supports multiple specific Welsh Government projects including Jobs Growth Wales; Working Wales; and ReAct.

How we tackled it

The Challenge

This multiple project delivery on a pan-Wales basis, with very specific Welsh Government governance and compliance criteria, gave us two challenge areas:

- ✓ They have a consistent need to recruit experienced and skilled professional candidates to fulfil their Careers Advisor and Employability Coach vacancies on a permanent and fixed term basis
- ✓ They have a very rigorous and lengthy background checking process to adhere to which can take up to 6 weeks to complete from the point of successful interview to job offer

Roles included:

- ✓ Careers/Employability Coach x25
- ✓ Administrator x6
- ✓ Marketing Coordinator x2
- ✓ Business Analyst
- ✓ PA
- ✓ Elective Home Education Coordinator

The Solution



- ✓ Spent time at the outset of our relationship with our client to understand their job description and **build their Employee Value Proposition (EVP)** to ensure we could both match accurately to the requirements of the posts, but also promote the opportunity to work for Careers Wales effectively
- ✓ **Offered a flexible 'temp-to-perm' recruitment solution** to allow for an immediate start on a York Contract for Services for successfully interviewed candidates, while they underwent the client's background vetting process – including DBS, police check and referencing – in order to subsequently be offered a permanent Careers Wales contract
- ✓ Positioned the vacancies very clearly as 'temp-to-perm' to the candidate market, avoiding the temptation to oversell the opportunity and the risk of a candidate leaving a permanent role for one that was dependant on **satisfactory background checks**
- ✓ **Captured all necessary documentation** during the York candidate registration interview – as well as their authorisation to pass on documentation and reference results to our client – and **supported candidate on-boarding** to ensure efficient turnaround in new starter paperwork and background checking
- ✓ Maintained **regular contact and gained satisfaction feedback** from the candidates on a weekly basis during their initial temporary assignment to keep them engaged and updated of the progress of their vetting
- ✓ Advertised all roles across multiple **external job boards and social media channels**, as well as broadcasting across our internal CRM database and passive candidate pool
- ✓ Operated an **attractive candidate referral programme** to reward high-quality candidates for recommending other similar level individuals from their own personal networks
- ✓ Offered **exceptional value for money** for the permanent placement fee via our status as an approved supplier to the public sector **on the Crown Commercial Service (CCS) framework for Permanent Recruitment**



Results

100%

Fill rate achieved



Campaign delivery
within time frame



Campaign delivery
within budget

100%

successful completion
of 'temp-to-perm'
assignment

In addition to fulfilling the client's core need of recruiting **25 Careers/Employability Coaches**, Careers Wales have also asked us to support their recruitment of support roles including:

Administrator, Marketing Coordinator, Business Analyst and PA

Don't just take
our word for it.

Here's what
Careers Wales
said...

Yolk and Careers Wales have had a successful working partnership for over 4 years and the reason we go back to them time and time again is that they consistently provide us with excellent service levels and fantastic talent.

Gareth and the Public Sector team at Yolk always take time at the outset of each recruitment campaign to understand the role, team and culture fit and have successfully filled commercial roles as diverse as PA, Marketing Coordinator and Business Analyst.

However, their core offering to us has been in supplying over 20 Employability Coaches and Careers Advisors to us on both a temporary and permanent basis, where other agencies have failed. Their position as a CCS-approved provider means we are able to satisfy the requirements of our procurement guidelines, as well as being able to achieve exceptional value for money for the high standards of service and delivery.

We also benefit from their excellent programme of HR Insights workshops and additional networking events.

– Denise Currell, Head of People Development – Careers Wales



If you'd like to hear more about how
Yolk Recruitment can help reshape your
recruitment needs, get in touch.

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