

# Security Case Study

Can Yolk continue  
to deliver as your  
needs diversify?



## Answer...

We recruit cross-sector multi-division campaigns for clients across the UK and have a Delivery Team acting as a flexible resource for our clients so we are well placed to support.

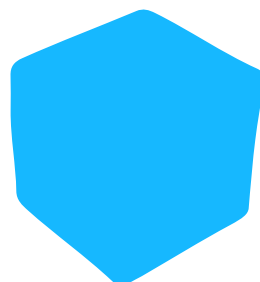
### The Client

**The client is a government owned company and due to the decline in the use of coins has, over recent years, had to diversify its offering in order to stay relevant.**

As a result, a number of new business areas have been introduced bringing with them new and varying recruitment requirements.

### The Challenge

Working with the client to source roles across all business areas including Sales, Marketing, IT, Engineering, Finance and Human Resources. Yolk has worked with the client since 2009 filling permanent, contract and temporary roles.



# How we tackled it

## The Solution

### Permanent roles included:

- ✔ Head of Cyber Security
- ✔ Safety, Health, Environmental Manager
- ✔ Website Manager
- ✔ Business Management Systems
- ✔ Head of Sales
- ✔ Head of Supply Chain
- ✔ Digital Marketing Manager
- ✔ Logistics & Supply Chain Manager
- ✔ BI Report Writer

### Interim & temporary roles included:

- ✔ Head of Brand
- ✔ Dynamix AX Consultant x2
- ✔ Accounts Administrator x2
- ✔ Process Manager

- ✔ Yolk has worked with the client during periods of significant change and has adapted accordingly whilst maintaining consistently high levels of service. Due to Yolk's breadth of expert recruitment knowledge, Yolk have been able to work flexibly to deliver against the client's new and varying recruitment needs effectively.
- ✔ Yolk has successfully delivered against some of the client's most challenging roles which had been open for up to 12 months.
- ✔ The client have benefitted from having an Account Manager who has remained their point of contact for 12 years whilst being serviced by the expertise of the wider specialist teams. They have also benefitted from working with the Key Delivery Team who have supported during periods of high-volume recruitment.
- ✔ Based on ongoing performance and a strong relationship build over these years, Yolk has become the client's go to agency for a number of key divisions. Yolk works as either an exclusive supplier or as a first-tier supplier across marketing, IT, sales, engineering and business support and spanning temporary, interim and permanent roles at all levels.
- ✔ Yolk interviewed candidates in accordance with the client's values as well as against job description and person specification criteria.

### These are:

- ✔ Work together as one team
- ✔ Treat one another with respect and honesty
- ✔ Communicate and involve everyone
- ✔ Focus on performance
- ✔ Embrace change

## Results

94%+

Yolk has maintained a quality standard of 94%+ for placed candidates.

(measured against retention of placements).

# Don't just take our word for it. Here's what the client said...

"We have worked closely with Yolk Recruitment since 2009 to support us with permanent, interim and occasional temporary recruitment across a diverse range of roles including IT, Project Management, Marketing, Engineering and Finance. They have proved very effective in their methods and I have been particularly impressed with the level of customer service they provide not only us but also the candidates that they represent.

Since I joined in 2014, I have implemented candidate satisfaction surveys which also gauge the experience that candidates receive from a recruitment agency. The candidates presented to us from Yolk consistently comment on the positive experience they have received from the team at Yolk and this is a huge factor in us continuing to utilise their services.

I've also found the team to be true "consultants". Should I need advice or guidance on a particular role, I know I can trust the team at Yolk to provide me with an unbiased, professional and honest consultation which I value. They are quick to react to my needs, don't waste time and are able to source the right calibre of people within the demanding deadlines that we work to.

The nature of the recruitment industry lends itself to a high turnover of consultants and personnel and I value the fact that in the 9 years that Yolk have supported us, the same core team have been there to support us and provide the highest levels of service. This is testament to their ethics as a company and the value they place on their employees. I look forward to us continuing our successful business partnership."

**Craig Williams, HR Manager**



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

Cardiff 02920 220078  
info@yolkrecruitment.com  
yolkrecruitment.com