



Case Study

Retinue Solutions

Notting Hill Genesis

Cirrus Consortium Agency,

Labour and Recruitment Framework



About Retinue

Retinue is a trusted workforce solutions provider; they leverage procurement, recruitment and technology expertise to manage cost, control, compliance and continuity of supply.



Contract Structure

The Notting Hill Genesis (NHG) contract is a fully outsourced temporary and permanent contract, **procured through the Cirrus Consortium Agency Labour & Recruitment Framework**. The service provision includes the management and recruitment of approximately **300 temporary workers and approximately 400 permanent hires per year**.

The dedicated account team work with NHG in building robust market intelligence as well as working with managers to drive their behaviour. This has been achieved by going from reactive to proactive, effective workforce planning and demand management. **Working in partnership** with the department, three sector leading suppliers were selected and procured to support the successful delivery of requirements. Strategy sessions were also set up to give advice on market conditions.



Approach

- ▶ The service involves an outsourced recruitment team, sitting outside of the normal HR function, but acting as an extension, providing a dedicated and expert service to their hiring managers
- ▶ The temporary recruitment requirements involve managing their vacancies against a strict hierarchy and approval process to ensure better budget management and tracking
- ▶ Specialist suppliers were engaged to relevant parts of the business to ensure expert recruiters are managing vacancies
- ▶ This approach to managing a specialist supply chain delivers a higher level of commitment from suppliers producing expected fulfilment rates
- ▶ Working with a smaller supply chain allows Retinue to invest significantly in quality management, including raising customer service and safeguarding standards



Results

- ▶ Permanent recruitment campaigns have a 94% direct hire rate, with the rest filled by supply chain
- ▶ Specialist suppliers have been successfully introduced to manage difficult areas such as IT
- ▶ Average time to hire has fallen from over 70 days to under 30