



WCN e-letter for e-recruitment

Hertfordshire Constabulary Awards WCN Online Recruitment Contract

Hertfordshire Constabulary has appointed WCN Plc, a leading provider of e-recruitment solutions, to install a solution, which will improve their recruitment process.

Hertfordshire has a varied, complex and constantly evolving community. The mix of rural areas and high-density towns mean that the Constabulary staff gets to face a diverse and unique set of challenges. Furthermore, for their 2000 regular officers, 275 special constables, 250 PCSOs and 1500 police staff, this mix and the complexities of Hertfordshire, provide a working environment that delivers potential and fulfilment in equal measures.

The county has a diverse population and the Constabulary is seeking a workforce that is representative of the communities it serves. Hence, it is looking to recruit more people from minority, ethnic backgrounds into the roles of police officers, police staff and special constables.

In choosing their solution provider, the key areas considered by Hertfordshire Constabulary were: improved candidate experience and communications; more comprehensive management information; user-friendly recruiter interface, supporting more streamlined internal processes; supplier support throughout implementation; value for money and long term ROI.

With its deep understanding of public sector requirements, having worked with many public sector organisations and having been appointed by the Government to write the Guide to Best Practice in E-Recruitment, made WCN Plc the ideal e-recruitment supplier for Hertfordshire Constabulary. More specifically, WCN has worked with the National Policing Improvement Agency and other forces directly, therefore, making it a natural partner to provide the right e-recruitment solution that would support Hertfordshire Constabulary in a challenging environment.

WCN is a leading, London-based e-recruitment systems supplier and author of ERecruitment Projects in the

Public Sector: A Government Guide to Best Practice (<http://careers.civil-service.gov.uk> "e-recruitment projects")

WCN has proved to be the right choice for Hertfordshire Constabulary

Gail Boulter, HR Organisational Development Manager said "We are impressed at the level of support and the professionalism of the team at WCN during implementation of our on-line recruitment system. Our timescales were challenging, but the project manager ensured that we were able to meet them. Follow up support has also been fantastic and our recruitment team have quickly become familiar with the system and maximising the benefits it can deliver."

Candidate experience has proved equally as positive, "I have found this to be a fantastic way of making an application. The layout was very clear and everything was easy to use," said one happy customer. Another candidate thought it "Very easy to use and much better since the application procedure has been updated."

To date Hertfordshire has rolled out the system for staff, PCSOs, special constables and transferee roles and will be opening up for police officer recruitment later this year. In total, Hertfordshire envisage recruiting for over 800 places within the first year and WCN will be working closely with them to ensure that both candidate and recruiter experience is second-to-none.

