



## BIG Lottery Fund

In May 2007, BIG Lottery Fund started a project to transform human resource practices in the public sector and improve their business performance. The areas identified for change were online recruitment, interim placements, psychometric assessments, management development, online performance appraisal and employee well-being.

WCN Plc was appointed to support BIG Lottery Fund in changing the way candidates are recruited. The objective was to move the entire recruitment process online, reduce administration time for staff and improve candidate experience. This had to be in line with legislation set out in the DPA, which includes a dual language site and AA accessibility and referencing functionality. Additional key requirements were client support, training and advice for BIG Lottery Fund staff and online support for candidates.

The system went live in April 2008 and the end of project report compiled in June 2008 already showed impressive results: the annual forecast shows administration time was reduced by 77 weeks (a saving of £40,000) and there were 580 less candidate queries. Time-to-hire is down from previously being months to now being a matter of weeks only and within the first 6 weeks of go-live, 6 offer letters were sent. Communication with candidates has dramatically improved due to automated email responses that provide regular feedback to candidates. Furthermore, candidates have the option to view the status of their application online at any time.

Should you wish more details on our solutions or would like to book a free demonstration, please call 0208 296 5908 or e-mail [sales@wcn.co.uk](mailto:sales@wcn.co.uk).