

Round-up

Summary of WCN e-Recruitment Breakfast Seminar WCN Free e-Recruitment Breakfast Seminar 'e-Recruitment and shared service within public sector'

Summary

Charles Higgs (MD of WCN Plc and author of Government Guide to Best Practice in e-recruitment) talked about Best Practice & Visions for e-Recruitment Shared Service Centres. Whilst Dan Savage Recruitment and Training Manager at Surrey County Council talked about how they undertook introducing an e-Recruitment solution and some of his ideas for advertising vacancies.

Empowering public sector shared service with e-Recruitment

Daniel Savage (Recruitment and Training Manager) discussed the process SCC undertook when introducing an e-Recruitment solution:

- Surrey County Council's objectives and drivers for change.
- Specialist e-recruitment solution –V- HR system recruitment module.
- Selecting a supplier
- Implementing a solution
- Impact and observations so far
- Next steps

e-Recruitment Shared Service Centre: Best Practice & Visions

Charles Higgs MD WCN plc asks 'Are you already part of a Recruitment Shared Service Centre?' 'As your organisations looks for improved service and faces increasing cost pressure, are you likely to become part of one?'

Charles talked about Best Practice & Visions for e-Recruitment Shared Service Centres:

- What does a best practice e-recruitment shared service centre look like?
- How do the latest e-Recruitment trends and technologies support this?
- How do the proliferation of media sources and technologies (social media, search engines, pod casts, Video's, blogs, etc) impact sourcing?
- How can greater transparency and availability of personal information be translated into better selection?
- How to empower line manager and become a centre of excellence?
- What's the impact on our jobs, what skills do recruiters need in the future?

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Question and answer session

Q: If you run a paper based/spreadsheet operation, how do you get a HR Director to buy into the technological approach? What sort of delivery method do you use and how do you gather requirements?

A: You need to take an incremental approach, start with something manageable and expand the solution over time. The benefits in terms of efficiency and cost also need to be sold to your HRD. Sometimes it also makes sense to visit other users, especially users within your industry. In terms of requirement gathering WCN start with a sector solution that should have most of your requirements, and then tailor this to your exact requirements. This is done by going through the system rather than looking at specification documents.

Q: What if people don't have internet access, how does the solution work?

A: You can still integrate with other systems that users have access to e.g. the HR system and allow access to the WCN system from here. In terms of candidates, paper applications can be scanned into the system to ensure consistency of reporting and to keep a full candidate history.

Q: The system has obviously driven efficiency gains, how do you manage the reduction in people?

A: We re-deploy, our aim is to reduce the recruitment team from 22 to 16 and reduce costs by 25% but being in the public sector we need to do this via natural wastage or re-deployment.

Q: How did you convince the HR board to move away from going down the road of using SAP for your solution, when that process was already underway?

A: The change was logical, based on cost and efficiency savings made by using WCN best of breed rather than ERP provider. We only had to convince the board, as there was no resistance at a lower level. However, we knew the cost implications of reconfiguring with SAP would be high and this made a best of breed solution even more logical.

Q: What are the lessons associated with getting new WCN system in?

A: Don't over complicate requirements once you have set your requirements don't be tempted to overcomplicate additional functionality can be included at a later stage. We wanted a simple and easy to use system, with the key being self service.

Q: Management Information - What are the Key lessons?

A: Fully identify what you want to report on, and ensure you capture requirements at specification stage. You can only report on what you gather so identify what you want to get maximum use out of it. With WCN system if information is captured via radio button or drop down box then it can easily be reported on.

Q: What makes you keep the D and E data outside of the ATS?

A: It isn't outside of the system the information is contained within the recruitment solution and is transferred into the HR system along with all of the candidate details. The information can be accessed and reported on from either the HR system or the WCN ATS.

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Q: How do you delegate tasks out to staff?

A: Work is delegated to the appropriate directorate and then to the appropriate team member, the system can be set up to work how you want in terms of individuals, work groups or departments.

Q: How much time did you spend up front getting recruitment processes right before gathering spec/requirements?

A: Took 3 months, and we used a combination of dedicated Project Managers and recruiters who knew the processes and ultimate goals.

