

## Case Study

# Enhancing the Candidate and Hiring Manager Experience with Lumesse TalentLink

## Surrey County Council



### The Challenge

Surrey County Council works to better the lives of people across Surrey. The organisation needs the best people for a wide variety of roles, though is challenged with attracting talent into essential council roles in a competitive recruitment market.

In 2012, on-boarding was a difficult process for a hiring manager at Surrey County Council to work through. Managers would need to fill in over 7 forms with 90 questions to get a new team member started and often the hefty administration process meant it wasn't always completed fully or in a timely manner – a process that affected both new employee and manager. To improve its operations, Surrey County Council needed to increase efficiencies and create a smarter, more standardised approach to recruitment and onboarding; benefiting hiring managers and candidates.

### Business Impact

- **Cost-per-hire decreased over 20%** in 2 years
- Hiring Manager Satisfaction **increased 75%-98%**
- Candidate satisfaction **higher than 80%**
- Percentage of appointments onboarded within 30 days **up from 55% to 80%**

### The Solution

Change came in 2012 with an SAP integration and implementation of Lumesse TalentLink to standardise systems and extend the recruitment system into onboarding. Immediate results were seen in the onboarding process as hiring managers went from 7 forms to 1 with 20 simple questions. This change also meant the system automatically alerted other departments who have a key role in the new starter process of their requirements (e.g IT to arrange kit and access, and Property to arrange building access). This small but important first step freed up managers so they were able to focus on training a new member of staff and also ensured that the candidate was up and running on day one.

“ TalentLink’s powerful data function and the simplification of everyday administration tasks has enabled Surrey County Council to be far more efficient in its recruitment and on-boarding. The result is a HR department which is more productive with a motivated team that are focussed on reaching high volume quality candidates. ”

Martin Kavanagh  
Recruitment and Resourcing Manager



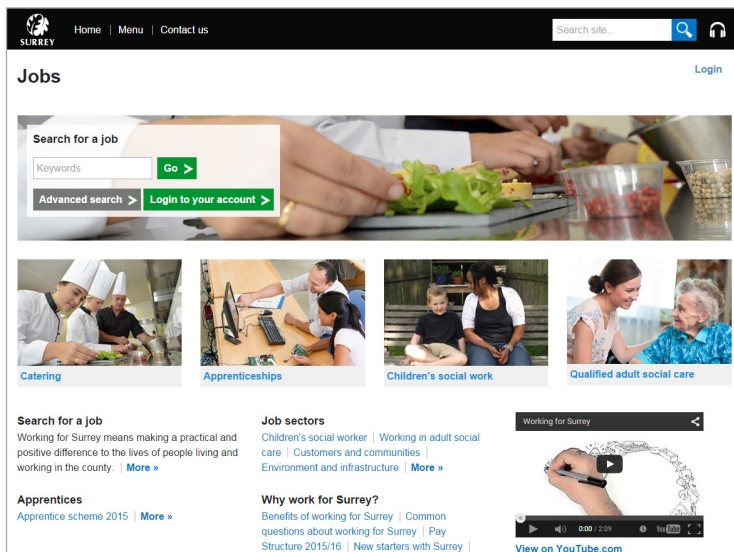
Minor changes were making large impacts. Issuing contacts was once a time consuming task done on an individual basis, though through TalentLink, Surrey are able to make contract changes simply and merge fields to apply to all relevant documents.

Transparency of upcoming business demands as a result of better data has brought greater efficiencies throughout. Whilst the recruitment team resource has remained static, the number of contracts issued have grown from 2,000 to over 3,000. Far from being over stretched, the team are able to manage higher volumes more proactively. Even with the hard-to-fill roles.

Surrey County Council required 170 new catering assistants across the county. This would have traditionally been executed on an individual school level, though with the introduction of TLK, Surrey County Council sent one advert across all schools. Application was also simpler with candidates able to apply for more than one job in their area. In addition, the release of recruiter admin time allowed the internal recruitment team to attract more candidates by publicising new job roles at shopping centres and within schools. Surrey County Council saw a significant increase in the volume of applications, with every role filled and other applicants available for future roles. A first for Surrey County Council.

“ We chose TalentLink because it enabled us to build a bespoke system that matched Surrey County Council's needs perfectly. In 2 years, this talent acquisition solution has made a far bigger impact than I ever thought possible. ”

**Martin Kavanagh**  
Recruitment and Resourcing Manager



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Surrey County Council Focussed on Creating a Simple Candidate Experience to Encourage More Applications

## Quick Facts

**Name:**  
Surrey County Council

**Industry:**  
Public Sector (Local Government)

**Number of Employees:**  
23,000

**Geography:**  
UK (Surrey)

## About Lumesse

Lumesse is the largest global Talent Management solution specialist for global enterprises. A truly multi cultural company, Lumesse operates across complex organisational structures in over 70 countries using more than 50 languages.

In partnership with its 2,300 global customers, Lumesse:

- Provides over 3.5 million performance plans each year
- Fulfills 1 million vacancies each year
- Has delivered over 100 million learning courses

