SUPPORTING HIRING MANAGERS THROUGH THE RECRUITMENT PROCESS

HIGHLIGHTS

- Allegis Global Solutions (AGS) created a recruitment guide for hiring managers
- Delivered significant improvements in both candidate and hiring manager satisfaction scores

CLIENT OVERVIEW

Our client is one of the world's leading international insurers and reinsurers, headquartered in Australia and with a presence in all key insurance markets.

They are specialists in business insurance and are active in both the Lloyd's and company markets. Outside of their UK headquarters in London, they operate from seven regional centres in the UK and are present in the major European markets, Dubai, Canada, and Singapore.

CHALLENGE

After an internal restructure, our client created a number of new hiring manager positions. Following the appointment of these new roles, our onsite recruiter observed an increase in the number of recruitment process and interview questions being raised from the hiring manager community. We found that these managers were relatively inexperienced at interviewing and didn't fully understand the end-to-end recruitment process or their influence on the candidate experience.

On further reflection, this was the case across a larger portion of the hiring manager community and we needed to find a way to address it.

SOLUTION

We created a guide to recruiting for all UK hiring managers. The guide was an interactive PDF that was shared in people leader communications, as well as stored on the intranet. It included:

- The benefits of different types of hire – permanent, FTC, temporary and contract
- How to attract the best talent
- Overview on flexible and agile working and how to gain approval for a requisition
- How to raise a requisition
- The perm and contract process flows
- The onboarding process and key things to think about
- Interview "do's and don'ts"
- Interview structure guidelines
- Competency based interviewing
- Service level commitments between recruitment and hiring manager

This document is referred to in each recruitment briefing session as part of new manager training run by the client.

RESULTS

We have received excellent executive level and hiring manager feedback. We are in the process of translating the document to roll out across Europe as well as North America and Australia. It has also translated into significant improvements in both hiring manager and candidate satisfaction scores:

- **Hiring manager** - 95% satisfaction this year (YTD), compared to 85% last year
- **Candidate** - 100% satisfaction in this year (YTD), compared to 97% last year