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## HOW AN RPO SOLUTION REDUCED COST AND INCREASED SPEED PER HIRE

The Parliamentary Digital Service (PDS) had a high volume of specialised Digital, Technology and Content roles to fill, to meet the demands of both Houses of Parliament. With this significant increase in vacancies the PDS needed to reduce agency usage, and total cost and time to hire. Delivering a hybrid end-to-end solution, with both onsite and offsite teams, we enabled our client to meet their challenging targets and successfully hire to 123 different roles.

### SOLUTION HIGHLIGHTS

- **END-TO-END RPO SOLUTION**
- **FULLY INTEGRATED TEAM**
- **MULTI-CHANNEL APPROACH**
- **IMPROVED CANDIDATE EXPERIENCE**
- **90% OFFER ACCEPTANCE RATE**

Case Study: Recruitment Process Outsourcing

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# AN END-TO-END RPO SOLUTION THAT HELPED THE PARLIAMENTARY DIGITAL SERVICE BUILD A REPUTATION AS A DESTINATION EMPLOYER.

## SCOPE & SCALE

The Parliamentary Digital Service (PDS) is a joint department of both Houses of Parliament, providing technology and intranet services to Members and their staff. They're responsible for the strategic direction and the delivery and management of parliamentary digital platforms, including their website.

## SITUATION

In 2016 the PDS underwent a large-scale change management operation, bringing together the management of online and technology services. This merging of functions created a high volume of specialised Digital, Technology and Content roles to meet the demands of the Houses.

While the PDS team had a good track record of direct hiring, there was an element of agency engagement resulting in high costs. With the increase in volumes, agency usage would have to rise and so would the total cost per hire. Plus, additional resource would be required to manage the vacancies and agency engagement. All of this played a significant part in PDS' decision to outsource, and engage PeopleScout.

## SOLUTION

### A HYBRID SOLUTION

We provided a hybrid solution, with a team situated both on and offsite to manage the end-to-end process, from briefing through to onboarding and contract generation.

### FULLY INTEGRATED TEAM

Our onsite team was fully integrated with the PDS HR team, and were responsible for engaging the hiring community and managing them through the recruitment process. The team included; a Recruitment Business Partner who engaged the hiring Community, a Recruitment Coordinator to manage administration tasks and a Client Lead to liaise with senior stakeholders.

### MULTI-CHANNEL APPROACH

Offsite, our team of expert Recruitment Consultants engaged with active and passive markets to attract, source, identify and engage candidates. Using a number of channels, including; advertising, CV database mining, LinkedIn approaches and deep web mining, the team ensured that the right people were sourced. They communicated directly with them throughout the entire process, to provide a high-touch candidate experience.

## RESULTS

### 90% OFFER ACCEPTANCE RATE

With 33,158 candidates engaged over the lifetime of the contract, 395 offers were made, with a 90% offer acceptance rate. PDS hired into 123 different roles.

### TIME-SAVING CONTRACT GENERATION

We have implemented an online automated contract generation service since March 2018, saving approximately 2.5 'man hours' per contract.

### FASTER 'APPLICATION TO OFFER'

And, with an average application to offer accepted time of 65 days when we began, by Year 3 of our contract we'd enabled PDS to reduce that to 53 days.

“ We are now quicker to offer, have robust processes, a strong candidate experience, strong exposure in the market, and a burgeoning reputation within the public sector as a destination employer.

Jonathan Seller  
Head of HR & Resourcing,  
Parliamentary Digital Service

