

Appointing a Payroll & Pensions Specialist for the Housing Ombudsman Service

CASE STUDY

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Background

The Housing Ombudsman Service engaged Morgan Hunt to recruit a Payroll and Pensions Specialist on a 6-month fixed-term contract. The role was required to review the current outsourced payroll model and support a project to assess requirements for potentially bringing payroll in-house.



"Our mission is to improve landlords' services and residents' lives through housing complaints."



Challenges

The assignment required a highly specialised skill set within a very tight candidate market, particularly given the project-based nature of the role and immediate availability requirement.

Key challenges included:

- Limited candidate pool with both Payroll & Pensions expertise and strong project and communication skills
- Requirement for candidates to be immediately available for a short-term 6-month contract
- Competitive market conditions for experienced payroll professionals
- Need to balance technical capability with stakeholder engagement and project delivery skills



Actions

We used a multi-channel approach to maximise reach and identify suitable candidates quickly.

Our approach included: →

1.

Sourced candidates through Morgan Hunt's database, LinkedIn network, and targeted LinkedIn advertising

3.

Conducted full screening and shortlisting of a high-volume response (92 applicants in total)

5.

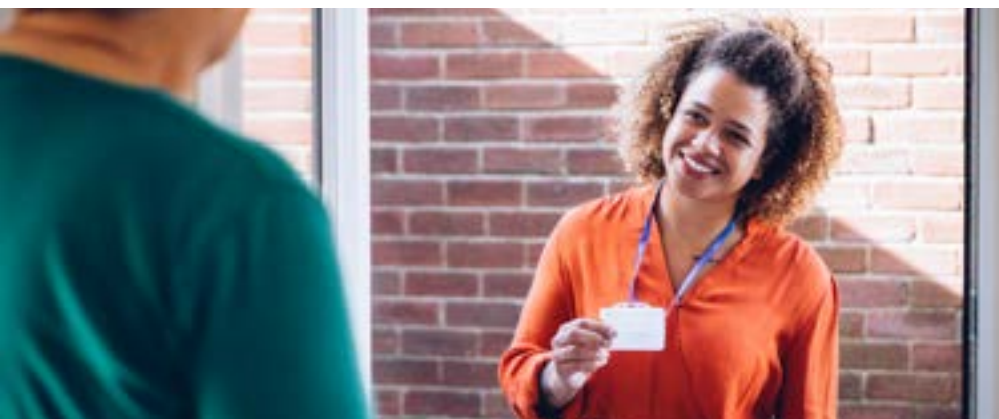
Managed candidate engagement throughout the process to maintain interest in a short-term contract opportunity

2.

Utilised job boards including Reed.co.uk and the Black Leadership website to widen reach

4.

Presented 3 strong shortlisted candidates for interview



Results

The assignment was delivered on a fast turnaround, securing a strong appointment within the required timeframe.



Successfully delivered the campaign on a fast turnaround, securing an offer within a short timeframe

Candidate started shortly after offer and onboarding was completed

All 3 shortlisted candidates were interviewed, with a close decision between the top 2

Successfully appointed candidate is performing well and has integrated positively into the organisation

Demonstrated ability to deliver a niche, hard-to-fill specialist role within tight timelines

