



Your Recruitment Efficiency Rating from Blue Arrow

Your Blue Arrow Agency Rating is between **11 and 15 points** making you an:



This tells us that you're in excellent control of your recruitment agency supply chain, however, there may still be additional opportunities to save cost, increase quality, compliance and control over your contingent workforce.

In this guide we've provided you with some areas of efficiency worth consideration.

But remember that you don't have to do this alone! Blue Arrow can support you with all aspects of your staffing supply chain management.

Click here for details on our free offer for our Sales Team to carry out a full review of your supply chain to identify savings and improvements to increase your agency efficiency rating.



Cost saving opportunities

There are several ways to save costs across all your recruitment supply chain.

Recruitment agency fees

If you're working with multiple agencies, you may find that they all charge different costs at different margins even though the pay rate remains the same. Standardising the fee structure across your agency network could make a big difference to your monthly costs.

Next steps for your organisation:

1. Request the pay and charge rate, job title and role for each current worker/contractor supplied and for each agency you work with.
2. As part of your information request also ask for a breakdown of the on-costs that make up their fee structure, or even provide a template for them to complete.
3. You'll need this for each worker per job role supplied.
4. Question and understand how each element is calculated e.g. employers NI, holiday pay, pension, apprenticeship levy and margin.
5. Compare the variances between the fee structure of your agencies and understand if there's any commonality that can be applied across your supply chain.
6. Provide your supply chain with a uniform fee structure that you're willing to accept. Note: each agency will charge margins differently depending on skill sets and type of workers supplied.

Rationalise pay rates

Across your agency supply chain, you may have several workers & contractors doing a similar role but on different rates of pay. Clearly this may be dependent on levels of experience and skills required, however standardising pay structures and criteria will help reduce the number of variable pay rates and so reduce the complexity of managing multiple rate cards.

This can generate considerable savings and reduce the risk of inequity and the demotivating influence it can have among your workforce community if pay rate differences are discussed.

Next steps for your organisation:

1. Compare and analyse pay rate variances for each worker sharing the same job role across each agency supplier. You may find wide variances in pay for the same role supplied across different agencies.
2. Develop a pay rate structure that you're willing to ask your agency suppliers to work to. Have a clear pay scale structure if there needs to be variance to account for different levels of experience and competency, being clear to suppliers on when you'd like them to supply a worker at the lower end of the pay scale.

Other ways to save costs

Blue Arrow can support you in reducing costs across the following aspects of recruiting contingent staff:

- ▲ Managing length of service and converting to a fixed-term contract or permanent employee where possible.
- ▲ Managing talent pools and re-allocating existing workers to other roles, where workforce planning can reduce induction and training costs.
- ▲ Improving process efficiencies such as consolidated invoicing and centralising the approval process for requesting a temporary or contract worker.
- ▲ Creating a temporary to permanent fee structure that allows a reduced cost for converting an existing temporary worker to a permanent employee.

Click here to engage Blue Arrow in a free recruitment supply chain review.

Reduce risk and improve compliance opportunities

Using technology to enhance recruitment governance and compliance saves time through improved process efficiency and mitigates the risk of non-compliance for our organisation.

Standardising agency terms and conditions

You may have several different terms and conditions in place between your organisation and your agency supply chain. This takes time and effort to understand the potential risks and costs that your organisation is exposed to. Having one set of conditions across your whole recruitment supply chain makes life simpler and can save you money e.g. adopting the most competitive terms for converting a temporary worker to a permanent employee as a universal standard.

Next steps for your organisation:

1. Collate the current terms and conditions from all agencies in your supply chain.
2. Review the commercial elements to see what can be standardised and negotiated e.g. temporary to permanent fees.
3. Work with your Legal and/or Procurement team to understand if a uniform set of terms and conditions can be issued and accepted by each supplier.

Confirming compliance

No doubt you will be aware there are strict legislative and legal rules concerning engagement of temporary and contract workers e.g. Right to Work, Proof of ID and IR35 rules.

Having full visibility and confirmation of each agency's process for compliance gives you assurance that the agency is legally compliant and reduces your risk as a co-employer.

Next steps for your organisation:

1. Review each agency's governance and compliance commitments and be clear on all legal compliance adherence requirements.
2. Build knowledge within your team of the requirements and differences of each department within your organisation to understand how compliance impacts the on-boarding process.
3. Create processes to ensure full compliance adherence for each agency that you work with i.e. making sure you have a central process for checking IR35 conditions for each worker or contractor.
4. Consider carrying out audits on your supply chain to spot-check adherence to compliance.

Other ways reduce risk and increase compliance

Blue Arrow can support you in reducing risk and increasing compliance as follows:

- ▲ Extend access to its technology infrastructure designed to optimise legal compliance for recruitment.
- ▲ Transparent Management Information systems.
- ▲ Compliance to IR35 rules.

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Improving quality

Access to high quality staff is vital for your organisation to grow and thrive. Your recruitment supply chain should be reviewed regularly to ensure satisfaction both from your hiring managers and from the staff supplied through it, to improve overall quality for the business.

Reviewing candidate satisfaction levels

Carrying out regular candidate satisfaction surveys provides great insight into how an agency is representing your brand to market and their service experience of your brand as delivered through your recruitment agents.

Next steps for your organisation:

1. Identify all new candidates placed within the last 6 months and ask them if they would recommend the recruitment agency that placed them with you including why they give the answer they give.
2. Use external tools like Google Reviews, Glassdoor, Facebook and Indeed reviews, to see what candidates are saying about the agency you are considering or currently working with.

Reviewing hiring manager satisfaction levels

Regular satisfaction surveys among your hiring managers gives you excellent insights into how good your supply chain is performing for them and helps to identify areas for improvement.

Next steps for your organisation:

1. Identify all hiring managers who have received a new candidate within the last 6 months and ask them if they would recommend the agency that provided staff to them or not and why.
2. Review both candidate and hiring manager survey results to analyse gaps and identify areas for improvement for each agency you work with.
3. Work proactively with your agency to improve performance and your brand reputation.

Blue Arrow can support you in carrying out satisfaction surveys and identifying areas for improvement.

Click [here](#) to engage Blue Arrow in a free recruitment supply chain review.



Alternative solutions to managing multiple staffing agencies and on-boarding new suppliers.

If you're reading this and feeling overwhelmed at the amount of work required to gather relevant information manage your recruitment supply chain, there may be a better solution available to you.



'Managed Service' staffing takes the stress out of planning and implementing your recruitment processes by handing them over to a specialist recruitment agency, like Blue Arrow, to do all the 'heavy lifting' for you.

As your selected recruitment partner, Blue Arrow can design a Managed Service Programme that fully meets the recruitment needs of your unique organisation, including everything from understanding the roles that you recruit for and the values and culture within your organisation, through to carrying out candidate attraction campaigns on your behalf, screening and vetting applicants, producing high-quality candidate shortlists for interview and selection, through to onboarding new-starters and ongoing payroll management for contingent staff.

You can expect regular programme review meetings with your dedicated Account Management team and 24/7 access to a live view of service provision via your own Client Portal, via mobile, PC or tablet. You can access all your critical Blue Arrow services online including real-time shift fill status, live bookings, timesheets and spend management information. Our new feature, Today's Workforce, even gives team managers visibility of how many agency staff they currently have checked-in for work.

If you are interested in finding out more about Blue Arrow's Managed Service, **click here** to share your contact details with us and we'll set up a call with one of our Service Consultants.



How Blue Arrow can support you?

Request for Information (RFI)

If you are considering Managed Service staffing, we can collate information on your behalf across your agency supply chain as part of a request for information (RFI) process and analyse the data for you.

Free supply chain evaluation

Typically, the benefits of a Managed Service are realised when your total agency staffing spend exceeds circa £1m per annum and so to request a free supply chain evaluation please **click below** and we'll set up a call with one of our Service Consultants.

