

Case Study

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ERP System Implementation Programme

10/24

Title	Delivering ERP Programme Support for University of Edinburgh
Background	<p>University of Edinburgh – ERP System Implementation Recruitment</p> <p>Morgan Hunt were, asked to support the University’s ERP Programme with multiple staff on a contract basis, due to not being able to source people through their existing suppliers.</p> <p>This was done through the SUPC and CCS Frameworks. The roles included, Programme Manager, Project Manager, PMO Coordinator, Business Analyst, Change Manager, Change Analyst, Trainer and Internal Communications Officer.</p> <p>Circa £400,000 was invoiced in a 3-year period over 30 roles, with a mix of Day Rate Contract and Fixed-term contract.</p>
Challenges	<p>The Programme Management team did not feel like they were getting the right quality from other agencies and reached out to Morgan Hunt to help support roles where gaps were left. The risk to not appointing the correct staff, would result in serious ramifications from their Finance System not being implemented, affecting every area of the University’s performance.</p> <p>The market was challenging as we were coming out the worst of the pandemic, with a real skill shortage, and only short-term contracts on offer. This meant the pool of people interested was limited.</p>
Actions	<p>We approached this as a campaign, and had regular meetings with the hiring team, understanding individual requirements, setting expectations and timelines for CV submissions and interviews. We would use a mix of our CRM Database, LinkedIn and overall network within the Project space across HE. We would screen each candidate to make sure they were compliant and a suitable fit for the role, from a skillset and cultural fit. On average, 5 x candidates would be submitted for each position, with 3 x people shortlisted for interview. We would map the market, reaching out to people with either technology or Higher Education sector, making the transition easier for people starting in their new roles.</p>
Results	<p>The original brief was to provide additional support, that other agencies couldn’t provide. We delivered suitable candidates and filled over 30 very important roles, many of which were extended. This allowed the management to delegate more responsibility, which freed up their time to deliver the programme. The time to hire was quick – Job registration to start date for the successful applicant would be 2-3 weeks.</p> <p>Appointing staff on cost effective rates gave us the opportunity to work and resource for other teams and programmes.</p>