CER | helping educate the **next generation**

Mobilising a new way of working through a

Managed Service Approach

Gosforth Group, a Multi-Academy Trust overseeing six secondary schools, has transformed how it manages temporary staffing by partnering with CER, part of Affinity Workforce Solutions to implement a fully managed service provision (MSP).

Since transitioning in September 2025, the Trust has moved from working with 13 separate agencies to a single, compliant framework aligned with government procurement requirements. This shift has provided greater control, improved transparency, and streamlined processes across its academies.

Gosforth Group

Regaining Control and Reducing Complexity

Prior to partnering with CER, Gosforth Group relied on multiple suppliers, each operating with different charge rates and invoicing methods. This made it challenging to maintain demonstrate best value and gain clear visibility of data transparency whilst also placing spend above the procurement threshold.

This fragmented approach created inefficiencies, increased administrative burden and resulted poor spend visibility & control. Anna White, MAT Procurement Group, explained:



Prior to working in partnership with CER, the supply spend was over the procurement threshold and providing a good opportunity to streamline and gain control on agency spend.

"The Lot 2 managed service provision was a no-brainer. It gave us the transparency and control whilst also streamlining the process and providing higher governance."



Introducing a

Managed Service Solution

To address these challenges, Gosforth Group adopted a Lot 2 Managed Service Provision, enabling the Trust to consolidate its temporary recruitment under a single, strategic solution.

Through this approach, CER supports the trust by:

- Sourcing both teaching and non-teaching supply staff
- Managing a wider supply chain, including specialist recruitment agencies
- Engaging directly with the supply workforce
- Providing access to reporting tools that support improved data analysis, workforce planning and budget control

This model has enabled the Trust to reduce spend, gain greater insight into temporary staffing requirements, and make more informed, data-driven decisions.

Under the Lot 2 agreement, Gosforth Group benefits from:

- Efficient and consistent compliance processes
- Pre-agreed rate cards for improved cost control
- Transparent pricing structures
- Fixed-term to permanent recruitment options
- Streamlined timesheet and invoicing processes
- MAT-level divisional reporting to identify trends and opportunities



Delivering a Structured & Effective Implementation

The transition to the managed service model was delivered through a structured 12-week implementation programme, ensuring a smooth and controlled rollout across the Trust.

Strong leadership and governance played a key role in the success of the mobilisation. Senior leadership provided clear direction and a top-down mandate, enabling consistency across academies and accelerating adoption.

Stakeholder engagement was a central focus throughout implementation. Regular communication with school leaders and booking staff helped to build understanding of the new approach, with adoption improving significantly as confidence in the model increased.

Hands-on support further strengthened delivery. A dedicated CER representative worked closely with schools on-site, offering face-to-face guidance, managing expectations and supporting stakeholders through new processes.

The onboarding process was carefully coordinated, with the majority of recruitment activity successfully transitioning to the new contract within the initial phase. Only a small number of legacy arrangements remained in place.



Improved Visibility, Efficiency & Future Opportunity

Since launching the managed service in September 2025, Gosforth Group has already begun to realise the benefits of a more strategic approach to temporary staffing.

Anna White commented: "Although we are still in the early stages of the contract, I feel we have achieved greater control and visibility over our temporary workforce. Moving to working with a single provider has reduced the administrative burden, improved communication, enhanced data control and identified trends in temporary staffing and absence.

"The successful mobilisation has positioned us to further optimise our temporary staffing strategy. With improved access to data, we can make more informed decisions and continue to drive efficiencies in future years."

'The CER North East team have an extremely professional set up and they are very easy to communicate with in terms projects mobilisation and of course filling roles. I found this supplier far easier than previous Managed Agency models to mobilise in education environments."

> **For the Trust of Six secondaries, moving us from Twelve or so suppliers to 1 preferred supplier.**
>
> This makes spend data, role transparency and payments easier enabling the Trust to review way of working for greater efficiency and review of absence management solutions.

85% - 90%

CER Education Fill rate in 1 Year in

CER operate via a Sales force platform for the data , which is secure and gives standardised reports as well time sheet approvals.

The project has been very effective in budget control, with all agency in one place for each academy forging 50%+ budget reductions, by transparency and ways of working reviews."