



Your

**Ultimate Guide to Using a
“Perms”
Recruitment Agency**

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In today's business environment, there is a need to work smarter and more efficiently and effectively with a real focus on working on the right activities to achieve the desired business outcomes. Accounting for every Pound is fundamental for Manager's responsible for delivering results through organisational performance. Human resource is both essential and expensive; so many businesses are taking advantage of the considerable benefits of using Temporary Workers.

The REC Recruitment & Employment Confederation estimate that UK business spend over £24Bn each year on recruitment services. Recruitment Agency's play a significant part in recruiting staff for all sectors in UK businesses.

Cost Advantages

Just imagine you receive over 400 applicants for your next vacancy...

- The phone rings through to you or your reception 400 times
- Other recruitment agencies call you, 20 calls a week, 52 weeks a year, that's a minimum of 1040 calls a year
- Recruitment costs and administration
- Advertising costs, the average recruitment advert is in excess of £2k
- Posing out application forms – average cost of £4.53 per applicant
- Filling out application forms – and checking them
- Filling out health questionnaire's, and checking them
- Reference checking the candidates
- Arranging 1st interviews
- Arranging 2nd interviews
- Offer letters
- Medical screening appointments to arrange
- Inducting new members of your team



Let's do the sums...

• 400 calls from applicants for new job	£562.50	
• Advert 1	£2000.00	
• Printing, enveloping & posting 400 application forms	£1812.00	
• Checking applications forms	£502.50	
• Chasing applicants for information	£125.63	
• Second advert	£2000.00	
	Total so far	£7002.63

- Then there is your time, others that will be interviewing with you and their time
- 1st interviews
- 2nd interviews
- Testing
- Final interviews
- Medical screening
- CRB checks
- Inductions
- Hiring of interview rooms
- Job specifications

These steps alone could cost you in excess of £2700.00

Now the total is looking nearer to the £10k mark?

You have now short listed 4 candidates, and made you selection.

The offer letter goes out, and the candidate turns down your opportunity of working with you.

Now the process has to start all over again.

1 Preparation

Before you take on a Permanent Employee, it's important that you understand the job that they will be performing for you; and the specialist skills, knowledge and experience that will help you to achieve the best results. Consider whether you want a specialist in a specific area or someone who has wider experience and can help you to work through any complexities that may come up with.

2 Research

Search widely, utilise your network and connections for recommendations, approach other people in your business and use the internet. Don't necessarily rely on your PSL if you have one and don't just go for big name providers. Smaller providers can deliver for you and are often more invested in your success going the extra mile and offer better value for money. it

3 The “perms” recruitment Agency

Does the “perms” Recruitment Agency listen and hear you? Can they understand and evaluate your permanent vacancy. Or do they appear to shape your needs into the thinking they have brought with them?

How does the Permanent Recruitment Agency respond to your description of the job. Are they simply repeating or paraphrasing what you say, or are they reframing your needs to help both of you understand what you want to achieve?

Do you feel that your discussions with the Permanent Recruitment Agency are part of an open, creative process? You need to combine the ideas and experiences of the Temporary Recruitment Agency with your needs and desired outcomes.

A good Permanent Recruitment Agency will have a range of tools and techniques at their disposal and should be able to describe a process from where you are now to where you want to be. This will reassure you that they understand what needs to be done. You should feel that the Permanent Recruitment Agency has added real value even before you choose to work with them.

4 Look Back

You need evidence that the Permanent Recruitment Agency has achieved results elsewhere. Their willingness to share previous successes and failures with you not only makes a statement about their competence, but also informs you about the importance they place on measures of success and delivering results rather than simply working through a process.



5 Right For You

Only when you are satisfied that the Permanent Recruitment Agency meets all your needs should you start thinking about your relationship with them. Doing this any earlier can cloud your judgment. A good way for you to test their fit is to consider how comfortable you would feel about this person sitting alongside you in an important meeting. Your answer will give an accurate intuitive measure of how you feel about the working relationship.

6 A Good Fit

New faces around your office can make people feel uneasy. Ensure that your team are clear about what the Temporary Worker is doing and if necessary, how this affects them. There could be occasions when complete and open communication might not be appropriate, but you should always consider the impact an outsider will have on morale.

7 Results

When you're in the "getting it done" phase, the process can sometimes get complicated and become unclear. Trust your earlier judgment and let your Temporary Worker help you to work through potential challenges. Focus the agreed measures of performance, milestones and desired results.

8 Ask yourself questions about the Temporary Worker to help you determine their suitability.

- Are they listening - are you really being heard?
- Are they helping you to explore and understand the job or project better?
- Are they interested in your needs?
- Are they meeting your needs?
- Are they happy to be challenged - do they encourage it?
- Are they clear about how they will tackle the job or project?
- Are they keen to agree and achieve measures of success?
- Will they complement your team and organisational culture?



