

Case study

The Client

- Large manufacturer of retail and food packaging, with clients throughout Europe
- Wiltshire-based.

The Challenge

6 weeks' notice to supply 50 staff to cover 12-hour shifts, both day and night, from November to the New Year.

Steps to Success

1. We met the key decision makers at their site; **understanding their business and immediate objectives** ensured we had a well thought out plan to proceed
2. In **understanding the financial impact and changing requirements of this recruitment campaign** (this festive period represented over 30% of their annual turnover), we agreed an even more regular campaign update be provided
3. Our internal team were briefed and a **project plan with key deliverables** was formed
4. Using our existing candidate relationships and advertising in the most appropriate places ensured we had a **strong pool of pre-qualified staff within 2 weeks**
5. Our experience meant we recruited more than 50 people to **ensure any absenteeism or extra demand was covered.**

Key deliverables

- | | |
|------------------------------------|--|
| • Interview & registration process | • Pay, Payroll & back-office procedure |
| • Legal and HR documents | • Client Management-Reporting |
| • Staff expectation management | • Client satisfaction measurement |
| • Health and safety risks, and PPE | • A flexible number of staff |
| • Database and Timesheet processes | • Enthusiastic and able staff |

Outcomes

1. Target achieved with a week to spare!
2. Challenges were pre-empted by reassessing our client's requirements
3. Our client's desire for a workforce varied in age, nationality and gender were met
4. Above all, our client had enough staff to meet their Christmas-period demands.

**96% staff
attendance**

**100% client
satisfaction**

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Feedback

From supervisors and managers on shop floor ...

Your staff are
better than ours

NextGen staff are always
on time or early

Where do you find these people?
They are great! ”

All the staff seem really engaged and in
tune with our own team here

Everyone seems to be
getting on really well

Post-project

As a result of positive staff reviews **the client has now engaged many NextGen workers for temp-to-perm and permanent contracts** to replace some their less productive team members.

We are now supplying temps for the foreseeable future and are in discussions about placing future Management, Sales, Back Office and Technical shop-floor staff on permanent contracts.

For more information . . .

For more information about this case study and to find out how we can help you, please contact:

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