

## Case Study

Recruiting a  
High Volume of  
Temporary  
Workers for a  
Multitude of  
Requirements.

# EVERSHEDS SUTHERLAND

**Eversheds Sutherland provides legal services to the world's largest corporate firms.**

Their Cardiff office is the third largest of their 66 locations and is the largest law firm in Wales with a workforce of 500+ based at its site in Wales. The vast majority of our work is for the single location in Cardiff city centre

The relationship between York and Eversheds Sutherland began in 2014 as an ad-hoc, transactional supplier/client relationship where we supported with vacancies when the client's in-house HR team were unable to fulfil them via their own direct sourcing methods.

## The Project

**To fulfil permanent and temporary vacancies in the Cardiff and Birmingham offices within Administration, Legal and Finance. We worked as part of a small Preferred Supplier List of 2 agencies for temporary recruitment.**

Due to our continued success in filling these roles, we have developed the relationship into a more formalised, collaborative, partnership whereby we are now often engaged on an exclusive basis to work on vacancies as their first option.

We agreed a very clear commercial tariff which is fixed for the duration of our exclusive contract. Our pricing is significantly reduced from our standard terms to offer excellent value for money in return for exclusivity and length of contractual relationship.

# How we tackled it

## Research

- ✔ Yolc met the central HR team in Birmingham and agreed on the process, compliance, timescales and SLAs
- ✔ We were briefed on organisation culture, values and vision
- ✔ Yolc met key stakeholders in locations to understand general requirements, teams and challenges
- ✔ Yolc rolled out internal training to relevant teams in relation to Eversheds ATS, compliance, requirements and process

## Delivery

- ✔ Within 2 months of working with Yolc, Eversheds were able to replace face to face interviews with telephone interviews based on their confidence in Yolc's screening and quality of candidates. (Yolc met all candidates face to face or via Skype)
- ✔ CVs were submitted with protected passwords to ensure GDPR compliance
- ✔ Data capture as part of Eversheds process including equality and diversity information
- ✔ Liaising with central HR regularly and working within Eversheds ATS
- ✔ Completing initial new starter forms on behalf of Eversheds to ensure a quick and seamless induction
- ✔ Engaged Yolc's National Delivery Team to support with sourcing and screening during periods of high volume recruitment
- ✔ Provided a monthly report to Eversheds detailing recruitment metrics including CV/interview, interview/offer, offer/placement ratios

Submission of minimum 2 CVs per vacancy within 24 hours of vacancy release

- ✔ Vacancies are released through an ATS to a central email which is managed by a dedicated account manager who allocates roles accordingly
- ✔ Ad-hoc roles are emailed to the Temporary consultant for urgent requirements
- ✔ We work in partnership with Eversheds to become experts in their business. This involves regular site tours at Eversheds, and Yolc insist on having access to the hiring managers, as well as the HR contacts at the point of taking a job request. This is to ensure we fully understand the requirements of the role, as well as the specifics of the technology and team fit for each department.

### Temporary Roles Recruited

- ✔ Receptionist
- ✔ Legal Administrators
- ✔ Legal Assistants
- ✔ Administrators
- ✔ PAs

### Permanent Administrative Roles Recruited

- ✔ Legal Administrators
- ✔ Legal Secretaries
- ✔ Legal Assistants
- ✔ Switchboard Operators

### Legal Roles Recruited (permanent & temp)

- ✔ Solicitor
- ✔ CDR Solicitor
- ✔ Commercial Dispute Solicitor
- ✔ Paralegals

## Results

# 76%

of roles fulfilled against Eversheds own recruitment efforts and those of another specialist agency.

# 19

permanent vacancies filled over 3 years.

# 80

temporary legal administrators placed over 2 years.

- ✔ We created a streamlined process which includes open and clear communication channels with all stakeholders at Eversheds Sutherland, from service user hiring managers to HR contact and executive sponsors.
- ✔ Yolk are members of the Recruitment & Employment Confederation, and are abreast of legislative changes & advise our clients including Eversheds Sutherland accordingly. Eversheds have benefitted from our specific advice on: the 12 week entitlements under AWR; NLW; and have also attended our quarterly HR Insights event in which we disseminate employment law updates.
- ✔ We have a very clear contractual relationship with all of our temporary workers at Eversheds through the Contract for Services that we issue before every temporary assignment and retain a countersigned copy. We have an internal Finance team who process our weekly payroll for all temporary workers, including adhering to our obligations to process tax, NI and pension deductions.

## Don't just take our word for it.

### Here's what Eversheds Sutherland said...

"Yolk's Temporary Department has been fantastic to deal with and we've been really impressed with their delivery. Yolk consistently provide us with high quality and thoroughly briefed candidates. They are always prompt, professional and listen to our requirements. Whenever we need a temporary worker, Yolk is the first place we turn. I wouldn't hesitate recommending Yolk Temporary Recruitment to other businesses with a high volume of temporary workers.

It's worth noting that we have also worked with Yolk for permanent vacancies and found them to have their hand well and truly on the pulse of the local candidate market. Their specialist teams understand their markets and it's for this reason they have been able to provide a superior level of service for Eversheds."



If you'd like to hear more about how Yolk Recruitment can help reshape your recruitment needs, get in touch.

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