



FINANCIAL SERVICES AUTHORITY CASE STUDY HIGHLIGHTS

KEY FACTS

- Required managed service provider to deliver greater efficiency and candidate quality for their London head office
- To handle all temporary, contract and permanent recruitment for Office, Legal and PQ Finance staff
- Standardised rates and fees
- Improved candidate experience

KEY RESULTS

- Outstanding satisfaction among hiring managers and candidates
- 93% hiring managers stated they would rehire temporary worker
- Secured access to comprehensive management information
- Reduced recruitment costs
- Increased productivity
- Enhanced retention of temporary staff



"We have a good relationship with the Carlisle Managed Solutions team. They are always responsive and proactive in meeting our requirements. The team offers sound, sensible advice."

Company Secretary to Chief Executive Officer

RIGHT PEOPLE RIGHT PLACE

Whether you need a company that can recruit reliable, talented staff or a partner skilled in saving you time, money and resources, Carlisle Managed Solutions has the size, strength and expertise to fulfil your every recruitment need.



THE CHALLENGE

The Financial Services Authority (FSA) sought to reduce costs and enhance the efficiency of permanent recruitment and temporary staffing. Facing a shortage of skilled staff, the FSA wanted a recruitment offering that increased retention and supported redeployment opportunities.

Seeking improved candidate quality, better management information, and a Human Resources department freed to focus on other activities, the organisation approached Carlisle Managed Solutions for help.

As the FSA is governed by strict guidelines and rules, it was also vital that the chosen solution employed a variety of checks to vet every candidate.

THE SOLUTION

Since the partnership's launch in 1998, Carlisle Managed Solutions has worked tirelessly to provide the FSA with an effective and cost-efficient recruitment process. At every step, our expert team has liaised closely with the FSA, negotiated with the organisation's suppliers, and sought to enhance satisfaction among temporary workers and long-term staff alike. Our solution involved:

- Deploying a dedicated onsite team with a single point of contact for all resourcing needs
- Streamlining and enhancing all processes
- Analysing and standardising pay rates and supplier margins
- Introducing standard charge rates and permanent fees
- Established a sliding scale of rate reductions
- Implementing monthly reviews, featuring quality management information
- Creating a positive experience for temporary staff, such as training, forums, inductions, a monthly newsletter, 'Temp of the Month' awards, and exit interviews for long-term staff.

THE RESULTS

The FSA immediately enjoyed a wealth of cost-savings, better candidates and greater process efficiency. Thanks to the success of the initial offering, the solution has also grown to include a wide array of recruitment roles. The service package resulted in:

- **Precision candidate matching, reduced wastage and increased productivity**
- **54 permanent appointments from temporary staff, indicating excellent candidate matching**
- **Reduced recruitment costs through increased retention and temporary staff redeployment**
- **Faster filling of permanent vacancies**
- **Enhanced authorisation and control measures, ensuring the FSA requires fewer temporary staff and for shorter periods**
- **More time for line managers to focus on their essential tasks**
- **Satisfaction scores of over 90% among hiring managers and temporary staff. For example, 98% of temporary staff stated their satisfaction and desire to return to the FSA.**



Carlisle Managed Solutions

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carlislems.co.uk T 020 7562 1700