



services

## **Recruitment Audit**

PulseCheck™ recruiting diagnostic

The *rpo group PulseCheck™ recruiting diagnostic* is a comprehensive diagnosis of your current recruitment capability. It establishes where best practice exists, and what could realistically be done to ensure that business needs are met.

Its aim is to provide feedback on inherent risks, areas of best practice already present within the organisation, together with a pragmatic schedule of activities to improve your recruitment capability in the future.

A *PulseCheck™* gives you facts, figures, analysis and recommendations from an independent expert, to ensure you make better, more informed decisions on your company's staffing direction.

### ***Why should my company consider a review of its recruitment capability?***

Organisations who benefit from a *PulseCheck™* are those who have staff attraction and retention high on the agenda. In particular:

- where parts of the organisation have worked independently in devising sourcing, selection and integration strategies
- where the company is not benefiting from sharing best practice across business units or country operations
- where opportunities for cost reduction through combined purchasing power are not exploited
- where external developments in technology, sourcing and selection techniques are not known or implemented to maintain a competitive edge
- where benchmarking against similar companies or competitors is not commonplace to ensure they understand their position within the market and how to improve it
- where there is limited resource or experience to give the issue time and consideration
- where the organisation is seeking assistance in assessing recruiting practices and recommending strategies that will achieve a 'best in class' resourcing solution

"I do consider myself to be well versed in recruitment but the content of the **PulseCheck** findings extended way beyond what I may have achieved, even if I did have the time.

I was particularly surprised and impressed by the sheer detail in the findings, and just how fast they worked."

**National HR Director – Knight Frank**

***What value will my company derive from the recruiting diagnostic?***

The **PulseCheck**™ recruiting diagnostic has two objectives:

***1. Getting the basics right in the short term***

- Identifying quick wins to build momentum and buy-in for future initiatives

***2. Implementing a long-term roadmap, framework and strategy***

- to achieve sustainable advantage via optimised recruitment

The project establishes a platform for the client to optimise the cornerstones of their recruitment strategy, namely

**PEOPLE      PROCESSES      TECHNOLOGY**

After the diagnosis you will be presented with a written report of our findings, including recommendations to assist your organisation in the following ways

- **Reduce Cost & Financial Exposure**  
*Identify potential for rationalisation of the resource supply chain*
- **Control, Accountability and Governance**  
*Improved visibility of resourcing processes and mitigation of legal risk*
- **Visibility & Analysis**  
*Analyse controls and efficiencies across the business*
- **Forecasting, Planning & Budgeting**  
*Provision of consistent and coherent management information*
- **Quality assurance & Improvement**  
*Internal & external best practice, benchmarking people, process and technology*

## Commercial Benefits

Improve top and bottom line via:

- reducing cost of hiring
- reducing lost opportunity through protracted time to hire
- reducing third party (agency) dependency
- access to alternative, cost efficient candidate pools and 'talent banks'
- efficient supply chain management and spend
- HR & business managers 'liberated' to focus on adding strategic value
- improved ROI from resourcing

## Business Benefits

- visibility of business readiness / performance
- validating & aligning talent acquisition to business plans
- independent perspective to aid informed strategic & tactical decisions
- meaningful management information improving forecasting & budgeting
- accountability, governance & control of spend
- opportunity to improve
  - service to hiring managers
  - candidate experience
  - employer brand
  - skills base aligned to business need

### ***How does the auditing process work in practice?***

The *rpo group PulseCheck™ recruiting diagnostic* provides organisations with the ability to look at their talent challenges and opportunities in a holistic way by:

- combining historical, empirical and anecdotal data from within the organisation
- mapping trends and forecasting future results
- overlaying external business trends, geographical and demographic factors

It then juxtaposes these findings with your organisation's business objectives and "reverse engineers" potential solutions, assessing their cost and potential impact, thereby delivering you an ROI model to discuss with senior leadership.

In this way you can be assured that your people and talent decisions will be based on factual and relevant data, taking into account internal and external factors, as well as providing an opportunity to benchmark your organisation against the external market.

The project consists of four principal phases:

### 1. Scoping Phase

The needs, expectations and objectives of the key stakeholders are identified and the “pressure points” around people, process and technology are established. In order to ensure that the process remains flexible but control costs, we begin with a brief scoping exercise that defines which areas of analysis will be prioritised. A project charter is then produced, outlining timescales, key milestones, deliverables and scope exceptions.

### 2. Audit Phase

Analysing the present resourcing processes the client has in place;

### 3. Milestone & Findings Review Phase

This review allows for discussion prior to completion, thereby ensuring the client’s business objectives are met.

### 4. Final Report, Benchmarking & Recommendations Phase

The client is presented key findings in the form of a recommendations document and presentation to key stakeholders

The *PulseCheck*™ incorporates benchmarking the client against best practice and comparable organisations. We regard this as a phase during which the presentation of our findings and recommendations acts as a catalyst for further questions and analysis

## ***Timetable, resources and cost***

To accurately establish a client’s current situation depends on several elements;

- Geographical spread to be covered
- Number of businesses/divisions to be examined
- Availability of key stakeholders
- Readily available information

The *PulseCheck*™ is costed on a fixed cost basis agreed with the client up front, dependent on the number of days required to complete the exercise. A quarter of this fee is charged upon engagement, a quarter at the point of completing the project milestone review and the remainder upon completion when the final findings, recommendations and activity schedule is presented.

*rpo group* ([www.rpogroup.com.au](http://www.rpogroup.com.au)) is an Australian leader in recruitment process outsourcing (rpo) and in-house recruitment strategy.

Since 2005, companies ranging from Fortune 500 to ambitious and fast growing medium-sized enterprises have partnered with *rpo group* to improve internal recruitment performance and compensate for insufficient HR resources in an extremely talent-scarce Australian market place.

Our services provide HR and business leaders cost-effective, fully-managed staffing functions inside their company which free them up to focus on growing their enterprise in the knowledge that the right people will be there at the right times for the right cost to deliver their corporate vision.

**Services include:**

- [Recruitment Process Outsourcing](#)
- [PulseCheck™ recruiting diagnostic](#)
- Employer branding & reputation management
- Recruitment Technology selection & implementation
- Talent Process review & redesign
- [Recruitment Campaigns](#)
- Talent assessment & organisational profiling