



## Staffing up a new distribution centre

### ResourceBank completed an RPO project for Wolseley UK which enabled them to recruit 40 staff to launch a brand new distribution centre on schedule

#### THE CHALLENGE

Wolseley UK had invested in a brand new, purpose built distribution centre (DC) in Measham, Leicestershire. The new facility required a workforce of nearly fifty staff—the vast majority needing to be recruited from the local population – and ResourceBank was asked to handle the project.

#### » IMPLEMENTATION

The project commenced on 14th July 2014 with a very tight deadline of 11th August set for the appointment of 7 warehouse operatives and a team leader. A second phase of recruitment followed with a final deadline of 12th October for the remaining roles including:

- 2 x Shift Managers
- 2 x Team Leader
- 2 x Stock Controller
- Operational Administrator
- Transport Team Leader
- Maintenance Operative
- Helpdesk and Admin Team Leader
- Helpdesk and Admin Operative

As well as 21 additional warehouse operatives.

#### » TALENT ATTRACTION

Following the initial briefing meeting with client management, ResourceBank appointed a small team to manage and deliver the required level of support across the full recruitment process. The team quickly created advertising copy to leverage the Wolseley UK brand locally, recommended appropriate on-line testing, created candidate job briefs and full competency based interview templates for each role. Adverts were placed with generalist channels which were supplemented by Wolseley UK's own advertising. All responses to adverts were managed through ResourceBank's on-line application process and applicant tracking system. In addition to this we managed internal applications and any referrals.

#### » MANAGEMENT

In total the ResourceBank team managed 1,067 applications. Every application was reviewed and assessed against the agreed criteria for each position. Selected candidates were then contacted and pre-screened to ensure their suitability for the role, before being booked in for a full competency based telephone interview. Candidates were then asked to complete the appropriate on-line aptitude testing.

From this interview stage, 48% of the candidates were presented to Wolseley UK's recruiting managers and from these candidates 35% were offered roles. The team acknowledged every application, and then communicated with candidates at every stage of the process. All unsuccessful candidates were given verbal feedback at each stage.

Throughout the process, ResourceBank provided detailed management information allowing Wolseley UK to monitor areas important to them such as equal opportunities and diversity.

#### » OUTCOME

The ResourceBank team completed the recruitment project successfully in line with planned phasing. The project was completed with all candidates in post within 14 weeks of taking the initial brief on 11th July 2014, enabling the Measham distribution centre to open on schedule.

#### THE COMPANY

### Wolseley UK



Wolseley UK is a leading supplier of plumbing and heating products. The company is organised into leading trading brands which service distinct customer groups including Plumb and Parts Center, Pipe Center and Burdens.

### Key Facts:

**DURATION:** July—Oct 2014

**SIZE:** 40 hires

**SCOPE:** Permanent Recruitment

**SKILLS:** Warehouse operators, shift leaders, admin, management, stock control, maintenance, helpdesk

**SERVICE:** Project RPO

**RESOURCE:** 3 RB team members