

..... Staff Wellbeing

WHY COMPANIES SHOULD CARE



FEATURED IN THIS ISSUE



P4 - A year of recruitment outsourcing for Dental Partners



P6 - Accounts payable recruitment for Mountain Warehouse



P8 - Cleaning up at the Beach

Why companies should care about staff wellbeing



Businesses can be under no doubt that there's a strong link between wellbeing and performance.

Healthy, happy staff take fewer days off sick and perform better. In fact, researchers have concluded that happiness makes employees around 12 per cent more productive.

Burnout, poor physical health and stress all contribute to employee absenteeism and impact productivity, but there is much that can be done to prevent this and create a healthier work environment. Taking steps to boost wellbeing should be considered in everyone's working life; whether it's simply getting outside at lunchtime, drinking more water and choosing healthy snacks, or arranging a walking meeting. ResourceBank have

recently established our own wellbeing policy (see right) and have received such a positive reaction from all members of staff.

In addition to encouraging individuals to take ownership of their mental and physical health and wellbeing, businesses need to consider that a proactive wellbeing strategy can have a positive impact on their employee engagement and satisfaction levels, which in turn can have a positive impact on your Employer Value Proposition (EVP), your talent attraction strategy and ultimately give you a powerful commercial edge.

The development of a strong Employer Value Proposition (EVP) has been discussed in the Source previously. ResourceBank has worked with a number of clients to define and create an EVP and then communicate that to attract and inspire both new and existing employees.

“Happiness makes employees around 12 per cent more productive”

An effective EVP demonstrates a range of financial, personal and employee-specific rewards, and with so many hours spent at work, wellbeing is becoming an ever more important part of the EVP.

When considering the alignment between health and wellbeing and EVP, we look at a company holistically and consider various aspects:

- Mission statement: how do company values reflect employees' health and wellbeing?
- Work/life balance: how is wellbeing reflected in working life and practices?
- Support: what is available to support employees with their wellbeing?
- Benefits: how does the company look in terms of holidays/flexibility/career development/opportunities for personal, professional and financial wellbeing?
- Amenities: what is available to support wellbeing within the workplace?
- Corporate Social Responsibility: does it support moral/environmental wellbeing?

We can help you test your EVP with existing employees and prospective candidates, then find effective ways to communicate this to cement a positive perception of your company. Developing your employer brand to align with health and wellbeing, and defining this clearly within EVP, will assist you in retaining and attracting good talent.

If you're not sure where to begin, we can undertake a company wellbeing assessment, gathering information through employee surveys, focus groups and exit interviews, as well as feedback from former employees and job applicants. Listening to ideas for change from staff and empowering them to implement new ways of working gives a sense of ownership and makes them part of the process. And having an independent partner asking the questions frequently uncovers answers that may not have been provided to your own line managers and HR staff.

For more details on our independent wellbeing assessment service and our EVP service, please contact Charlotte Todd-Smith.



Contact **Charlotte Todd-Smith** on **01952 581900**

ResourceBank have just launched our own wellbeing policy

At ResourceBank we have just launched our own wellbeing policy, with a dedicated Wellbeing Week to highlight its importance. This included an in-house massage therapist, a smoothie bar, and a candlelit meditation room for staff to escape for a moment of calm.

We also ran sessions on monitoring personal wellbeing, finding work/life balance and advice on personal finances for financial wellbeing.

HR Advisor Steph Bamford said: "We wanted to demonstrate our commitment to investing in wellbeing of our employees, which is a priority for us as a business. Recruitment is a busy, client facing career, so we want to ensure our staff are able to take time for themselves."

Going forward, there will be a wellbeing section of management meetings which will outline what we want to achieve as a company, and we are taking staff feedback to help shape future development.

VIEWPOINT Behaviours and attitudes

Here at ResourceBank we have always enjoyed being unfashionably ahead of the times! As you all know, Resourcing is a stressful and pressurised environment so it does make sense to try and look after our most precious resources – our team.

I was asked to write a few paragraphs about how timely our own efforts were to focus on wellbeing. Frankly, I think this is something all sensible businesses have been doing well before it became 'fashionable'.

The Government's advisors' rather clumsy efforts to encourage healthy eating by banning eating and drinking on public transport is unenforceable and panders to the nanny state mentality we seem to be falling into. Having said that a recent trip to Japan demonstrated a different approach to this problem. Eating and drinking on public transport is frowned upon, not because they are worried about what you are eating; they are concerned about you upsetting your neighbouring passengers. It's just considered rude. This also applies to using your mobile phone noisily, not a bad idea. The main reason for discouraging eating is that you might leave your litter behind, a big no no in Japan.

The moral of this story is that we do need to change behaviours but attitudes have to change first.

Richard Pearson
Managing Director
01952 281900



“Phenomenal” first year recruiting for Dental Partners

best place to work®

The one-year anniversary of ResourceBank’s outsourced recruitment contract with Dental Partners has provided the team with an opportunity to reflect on the successful establishment of a new sector for the business.

As a start-up business in a competitive sector, the critical thing for Dental Partners,

a network of NHS and private practices, was agility, flexibility and speed to market. This meant the ResourceBank team had to quickly immerse themselves in the complexities of dentistry recruitment, building new contacts and networks whilst understanding how Dental Partners set themselves apart from the competition.

ResourceBank also helped Dental Partners develop their innovative ‘Best Place to Work’ ethos, by undertaking their first annual colleagues engagement survey and helping to bring this to life using key “pillars” to reflect the important messages within the EVP.

Qadoos Rashid, HR Director at Dental Partners, said

“Dentistry has a recruitment crisis and it is very difficult to find or create a solution that will deliver the volume of dentists we will need as we grow. We have now recruited 30 dentists through the RPO, which is phenomenal considering we only started in September 2018. ResourceBank’s expertise with technology, with support for social media, recruitment portals and the development of Dental Partners’ careers website, has also been intrinsic to a successful growth strategy.”



Qadoos Rashid
HR Director at Dental Partners

ResourceBank provides a fully outsourced recruitment service for clinical and central / operational roles and a reduced advertising/application management service for practice support roles.

The beauty of this approach is that the service can be changed to suit the need so a high touch service can be used on specific challenging practice roles.

In the last year, more than 10,000 candidates have been approached, 3600+ applicants and 60 fully outsourced roles logged, including locums, nurses, managerial and support staff.

Results

- 10,000+ candidates approached
- 3,642 applicants managed
- 61 fully outsourced roles logged

ResourceBank carried out a second annual engagement survey in September of this year to ensure that colleagues’ feedback is used to develop a company and practice level action plan to improve their experience at work year on year and to help further support Dental Partners’ commitment to being the Best Place to Work.

Charlotte Todd-Smith, Service Delivery Manager for ResourceBank, said

“The last year has been a huge learning curve and we have had to think differently and creatively around this candidate-led market. Dental Partners wanted a team with more than just one speciality and we are supporting their business in a variety of ways, including bringing to life their EVP through video and social media, annual surveys and HR support. We have a very close working relationship with HR, Operations and Practice teams and our team is very much seen as an extension of their business.”

Looking ahead to the second year, ResourceBank will continue to be an integral part of Dental Partners’ business development, supporting its ambitious growth plan to become the third biggest UK corporate dental care provider. They will be creating new recruitment toolkits, working with HR to ensure practice terms

are delivering the best experience for new starters and interviewees. As well as further development of social recruitment and continuing to build a Dental Partners talent pipeline which has been critical to their success to date.

Healthcare Case study

Managed Service project to save £200,000 for NHS

ResourceBank's professional blend of management consultancy and healthcare recruitment expertise is supporting NHS remodelling and reconfiguration whilst saving both time and money.



Queen Elizabeth Hospital, Birmingham

Earlier this year, ResourceBank was approached by one of the largest NHS organisations in the Midlands. They needed 10 consultants to set up a project management office (PMO) to help transform the way healthcare works across the Midlands.

In just 12 weeks, our innovative approach saved the NHS more than £50,000 and Sam Alsop-Hall, Managing Director for ResourceBank Healthcare, has projected a total saving of over £150,000 by March 2020 if the project continues to this date.

Sam created and developed our new hybrid consultancy business, allowing NHS and Private Healthcare organisations to access services from our RPO, Executive Search, Interim Management and HR Solutions businesses.

He took on the Managed Service Project for the NHS, becoming part of their internal team to ensure targets were delivered. They had previously been using several recruiters and co-ordinating schedules had been problematic.

Sam's efficiency in arranging a convenient interview process of set times in one venue over one week saw all necessary roles recruited by the end of that week!

"Using us for their pop-up MSP RPO meant one contact, one set of contracts, one interview schedule, one consolidated invoice and a saving of £50-60,000 in 12 weeks for the NHS, as well as saving them an immeasurable amount of time," said Sam. "The project will see a brand-new model of healthcare being implemented in the Midlands. It is brilliant for the area; a nationally-recognised new model of care, and will be an embedded way of working from April next year."

"If the PMO Transition team hadn't been realised as quickly as it was it may have jeopardised the chance of success. Our approach is a private sector style of working for the public sector."

With the team in post, Sam has still been very much part of the ongoing process, with his role including invoice reporting, financial reporting and interim management. He has been meeting with them fortnightly to see how they are getting on and checking they are on target to deliver what is needed.

For the next phase, five of the team will finish at the end of October and five are staying on to continue work, and Sam will be bringing in project managers to support the next phase of the project.



An
integrated
care system

For the next phase of the project in October, five of the team are staying on to continue work and Sam will be bringing in additional project managers.

ResourceBank Healthcare has been established to provide a full range of HR and talent services to the NHS and private sector healthcare organisations.



Contact **Sam Alsop-Hall**
on **01952 212581**
or **07936370806**
or on:
sam.alsop-hall@resourcebank.co.uk

Accounts Payable team recruited for Mountain Warehouse



Patrycja Garia with Angela Dickinson, Finance Director for Mountain Warehouse



Mountain Warehouse, the UK's leading outdoor clothing retailer, is experiencing very rapid growth, with up to two new stores opening each week. With such expansion comes new roles and strategies, and ResourceBank successfully delivered a project for the company's Accounts Payable team in its new Shared Service Centre outside Coventry.

Mountain Warehouse had requested assistance from local recruitment agencies but on this occasion hadn't received the right quality of candidate. ResourceBank scoped the roles and skills required and undertook a thorough search and approach campaign utilising our "Ninja" tools and skills to identify the correct type of candidate. We presented a shortlist, arranged interviews and in a very

short timescale, Mountain Warehouse were able to appoint the eight Accounts Payable professionals that they needed: two supervisors, five assistants and one clerk.

We have received very positive feedback about the service provided and have been able to save Mountain Warehouse both money and time.

Recruiting across the world for Coats

At ResourceBank we are able to provide a global recruitment service for clients. This is best exemplified with our successful work for Coats, the world's leading industrial thread manufacturing business. With headquarters in London but sites in more than 50 countries, Coats has a total workforce of more than 18,000 across six continents.

We provide a bespoke RPO solution for Coats incorporating an on-site Recruitment Partner based at the global HQ in Stockley Park, a fully branded web recruitment management system in six languages, a fully branded careers website and a dedicated executive recruitment team.

Roles that have been successfully recruited are too numerous to list in full but include Manufacturing Directors, International Controls Co-ordinators, Health & Safety Manager, Marketing Leads, Industrial Engineers, Finance Manager, Innovation Director, HR Director, HR Manager, Global Accounts Manager, Business Development Manager and Commercial Director.

International recruitment brings a number of challenges, from tackling tricky time zones to understanding cultural differences, but our team is very creative in its approaches and tailors them to meet whatever demand is required. As Senior Executive Recruitment Consultant Patrycja Garcia says: "When you wake up in the morning, it's already 1pm in China - I'm constantly thinking of the different time zones. We do everything ourselves and are very creative in our approaches."



We have recruited for Coats in the UK, USA, Turkey, Germany, Spain, Korea, China, Vietnam, Honduras, Mexico, Pakistan, Sweden and Romania, providing a consistent, reliable and effective service to all.



The largest provider of UK Exit Interviews

Having doubled the number of clients over the last 12 months, we believe that ResourceBank is now the UK's largest provider of independent exit interviews, undertaking more than 1,200 each year for companies including Northgate, Nissan, World Duty Free and the NHS.

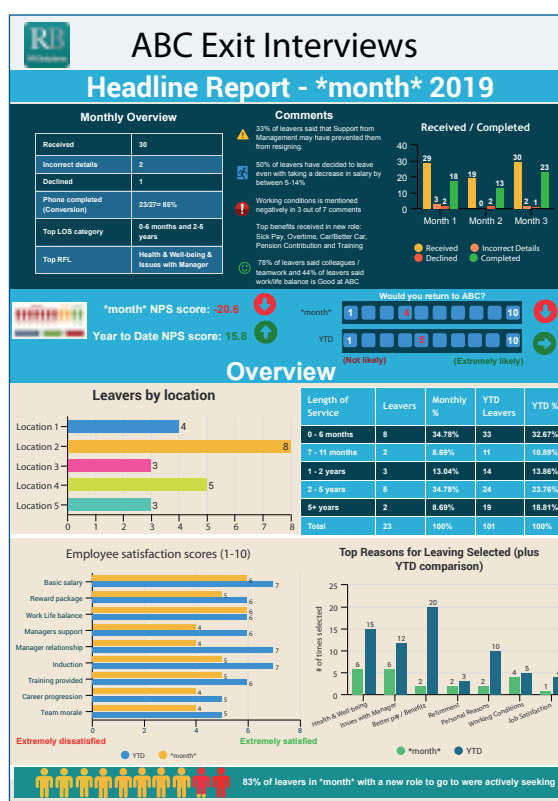
One of the key reasons for the growth is a new real time reporting platform which clearly identifies areas to help our clients improve their operations, increase engagement and reduce attrition. Our service is tailored to each client, offering a blended approach where interviews can be completed by phone, email or texts.

While exit interviews are an essential source of information, we also gain insights across the employee journey from annual engagement and pulse surveys on-boarding interviews, recent joiner interviews and stay interviews.

Client Solutions Manager Charlotte Todd-Smith said: "When we undertake an independent exit interview, we often uncover the 'real' reason behind someone deciding to leave, our objectively as a third party enables an individual to be honest and open without the fear of not wanting to "rock the boat" before they leave.

"Our range of insight services can help companies identify issues and drive HR initiatives that will increase retention and engagement of their talent."

We are currently delivering an 81% completion rate on exit interviews and are providing trial periods for new clients to assess the service. If you would like to arrange a demo of our service, please get in touch.



Recommendation leads to new RPO with Parkers

A glowing endorsement from the National Timber Group has led to ResourceBank being selected to provide an outsourced recruitment service for builders' merchant Parker Building Supplies.

With sites in 15 locations across Sussex and Kent, and a combined revenue of more than £100 million, the business is expanding through a combination of mergers, acquisitions, new site development and organic growth. Parkers has the ambition to become the leading independent builders' merchant in the South East and ResourceBank will be playing a key part in attracting the talent required to help drive forward the expansion plans.

Demand for external and internal appointments is increasing across its expanding 450-strong workforce, and we are providing full recruitment and resourcing support for both head office and branches, covering all roles.

Since being appointed to provide the RPO in September, ResourceBank's expertise has already made recruitment processes more efficient and effective.

Jenny Stones, Senior Account Manager, said: "Our work with Parkers is a great example of how we can quickly set up successful new recruitment processes to support high demand. The next phase of our contract will look at systems, technology, branding and the creation of a dedicated careers website."



Back to school

Anna Brett from our Telford office found herself at the front of the class recently to deliver four workshops plus an assembly to year 11 students at Bridgnorth Endowed School. Anna was invited along by Youth Enterprise Advisor Hannah Taylor to provide advice and tips on CV writing, interview skills and what to expect when they enter the world of the workplace.

Anna has experience of recruiting a wide range of skills for ResourceBank – and was able to bring the subject to life with some real-life stories of both successful and unsuccessful recruitment experiences.

Anna Brett
teaching year
11 students



Coracle World Championship

Four members of the ResourceBank team part in the World Coracle Championship race in aid of Macmillan Cancer Support in September. The ResourceBank "SeaMonkeys" team comprised Ellie, Jules, Alix and Sam, none of whom had set foot in a coracle before. Ellie started the race and straight away pulled into the lead. Passing the oar onto Jules wasn't as successful as she fell in the river twice and lost a bit of 'ground'. Third man Alix made it back fast and dry at a rapid rate handing over to Sam who was neck and neck for 5th place to complete the race. Just a bit of sogginess and a few sliced fingers to report but all in a very good cause.

The World
Coracle
Championship
Race



The
ResourceBank
"SeaMonkeys"



Banksy cleans up at the beach

The ResourceBank "Eco" team incorporating Ange, Alex, Mica, Saskia and Banksy the bear spent the day at the beach at Barmouth to help clean up all the litter that has been left behind. Banksy reported on their activities; "As we started to clean, we found all sorts of horrible things - several nappies, BBQ grills, baby wipes, shoes, a load of empty snack packets and some things too terrible to mention. After an hour we had two huge bags full of rubbish to be thrown away." The Eco team have implemented many environmental friendly policies in our UK offices and we will feature their work more extensively in the next edition of the Source.



Alex, Ange and Banksy

Meet the team

Patrycja Garcia
Senior Executive
Recruitment Consultant



Patrycja Garcia

I moved from Spain to the UK in 2010. I'd always been fascinated by the culture and the language and loved visiting my friend in London. I worked for a number of recruitment businesses (including managing a team recruiting for Latin America) before joining ResourceBank in 2017.

It was so important for me to work with a business that has a culture based in trust and care and that's exactly what I have found with ResourceBank. We are very focused on providing a great service to clients and candidates and we are very family-oriented. I have a young daughter and although I work full-time, there is full flexibility and everyone is very supportive.

Recruitment is not just about quick wins. Resigning and taking a new job is a life-changing decision and it has to be right for both the client and candidate. I follow through and check on candidates to see how they're getting on in their new roles, which surprises them in a good way!

Being half Spanish and half Polish is helpful for the international side of the business. I deal with clients across the world and it's a very interesting and rewarding career. I take ownership of what I do and experience a good level of trust. ResourceBank is a really fantastic place to work.

Follow
Resource Bank

