

# Case Study:

## 21 Placements - \$2,457 per hire



### The Client: Broadspectrum

Broadspectrum, previously known as Transfield Services, is an international Infrastructure and Facilities Management company, part of the Ferrovial Group.

### The Project:

Broadspectrum engaged Harrison McMillan to undertake a high-volume recruitment process for 20 Operations Support Officers and two Team Leaders to head up a new business unit for their defence contract.

The Operations Support Officer roles are a predominately data entry roles, providing end to end services for facilities management of a defence contract.

The two Team Leaders will be responsible for the management for the Operations Support Officers, including professional development and performance management .



## The Harrison McMillan Solution

### The Process:

- The team met with Broadspectrum to go over the positions in detail, as well as discussing a detailed timeline of the project, project processes and costs and savings.
- A thorough marketing process was put in place, utilising Seek advertising and social media marketing as well as headhunting and strategic sourcing from various databases.
- The recruitment team took over in assessing candidate applications based on eligibility criteria.
- The candidates that met these criteria were then sent technical tests and a pre-recorded video interview to complete, as well as completing a short phone screen with a Harrison McMillan Recruitment Partner.
- Candidates were then progressed to face-to-face interview based on their testing score and their video interview response they were progressed into interviews with Broadspectrum.
- Over the course of the project there were two full days of interviews, and three half days (including some Skype interviews).
- Successful candidates were then progressed to reference checks, where two were completed for each candidate.

### The Outcome

Two Team Leaders started five weeks into the process and 19 Operations Support Officers started the following week.

### The Cost

The end to end recruitment process including multiple Seek advertisements, technical testing and video interview administration totalled: \$40,127

This worked out to be: \$2,457 per candidate.

### The Savings

Their internal recruitment process would have had them paying \$5,000 per placement. This means there was a saving of \$2,542 per candidate. By taking advantage of Harrison McMillan's "pay-as-you-go" model, Broadspectrum has been able to save \$53,391.



## **Harrison McMillan's Key Project Personnel**

### **Dani Cuff – Director & Project Lead**

- Project budgeting and planning
- Client liaison

### **Penny Ryall – Account Executive**

- Client liaison and proposal creation
- Assisting with recruitment activities where required

### **Rachelle Delaporte – Recruitment Partner**

- Client liaison
- Candidate management
- Recruitment processes
- Testing and video interview administration
- Interview attendance
- Offer management

### **Roz Pontifex – Recruitment Partner**

- Candidate management
- Client liaison
- Recruitment processes
- Interview attendance

### **Mariah Gallommarino – Recruitment Partner**

- Candidate management
- Recruitment processes