



Recruitment Process

Intelligence™

A guide to hiring right, first time, every time.

Preface

What associations do the word “recruitment” bring to mind?

For many businesses, it’s flaky agencies, taking months or even years to fill a role. Often, it’s great recruiters who deliver, but they’re just too expensive or insist on working on a retainer.

That’s why, when Solutions Driven was founded in 1998 by our current Chairman, Walter G. Speirs, we were determined to do things differently. The way recruitment worked just didn’t make sense. Why would a company looking to hire want to put out a role to lots of recruiters and simply hope for the best? Or pay huge sums to a retained company that may or may not deliver on every role? What happened if they had an internal team who just wanted help with business critical or difficult roles, but could handle the majority themselves?

Having worked in business for decades, Walter just couldn’t understand why recruitment seemed, unlike most other industries, to have no process. Not only that, he felt recruitment was doing itself a disservice by not operating to best practice across the board.

Walter felt so strongly about the issues with recruitment that he even wrote an article for a magazine about the challenges.

Walter’s idea of how recruitment should be, started Solutions Driven on a course unlike that of most other recruitment agencies.

Our first clients were mainly US multinationals who were moving their businesses into the east and didn't have the resources in that space to hire effectively. Based mainly in the science, engineering, and tech spaces, they had to follow specific regulations and processes and expected their partners to do the same...

We Are Talent Partners (Not Suppliers)

Previously, the way the industry operated was like a battlefield between businesses and recruiters. Not a partnership. So, we decided to shake up the recruitment industry, working closely with clients to provide them with the perfect candidates, first time, and as quickly as possible.

Within ten years, our small family business was placing senior hires in 26 countries globally, mainly across the STEM industries. By 2014, that was up to 39 countries. The following year, we launched our [6S Process](#) and [6F Methodology](#) to guarantee client delivery. We still stick to those principles and methodologies today.

Areas of expertise

> Science	> Automotive
> Saas	> AI
> Engineering	> Electronics
> Technology	> And many more...
> Medical Devices	

These methodologies gave us the confidence to measure our most important KPI: Right First Time, which currently sits at a 97% success rate.

Since 1998, we’ve stuck to these operating principles, working exclusively on certain roles but not demanded pricey exclusivity for all roles. As a close-knit, family-orientated team, Solutions Driven has built up a huge amount of recruitment knowledge and knows how to find great candidates.

Despite 2020 being a turbulent year for businesses in general, we think it’s the perfect time to move to the next stage of Solutions Driven with RPI – Recruitment Process Intelligence™. We don’t believe in luck. We believe in building relationships and we believe in following a process to find the perfect person for each company we work with.

Big Changes are Happening

Now, with 20 years, a global pandemic, and huge changes to the world of work under our belt, we’ve realised recruitment needs another shakeup. Rather than just provide people for posts, the recruitment industry has a bigger purpose. Millions of people are out of work, businesses need THE perfect candidate, and the way we work is changing rapidly.

What the business world needs is intelligence on the process of recruitment. They need Recruitment Process Intelligence™.

Who Is This Book For?

If you’re reading this book, you’re probably involved in recruitment, whether you’re a Hiring Manager, in talent acquisition, or a HR leader. The only thing readers of this book must be interested in is making the future of recruitment the best it can possibly be.

If you’re inspired by the thought of recruitment filling the right roles with the right people, every time, you’re in the right place. If you believe recruiting should follow a process and be accountable for its results, this book is for you.

These pages will give you a new way to think about recruitment and help you realise the past methods don’t need to be the ways of the future. It’s easy to think the industry has worked in one way for so long that there’s no easy way to change it.

This book is here for those who see a better future for recruitment, who believe in making a change, who think recruiters, hiring managers and internal talent teams deserve more.

For those who want to make improvements to their hiring process and outputs but are no longer enamored with the “old way” of doing things. RPI is built to get you engaged with the process, define your parameters at the outset, and help you define a framework for what success looks like so you can get on with everything else.

At Solutions Driven, we talk to a lot of frustrated Talent Acquisition and HR Leaders and Hiring Managers who just don’t “get” each other. TA and HR don’t feel they’re properly briefed on exactly what the Hiring Manager wants, and get to the end of the process to find no one fits. Hiring Managers feel removed from the act of recruitment and are left un-engaged with the undertaking.

This book aims to fix this split. To ensure everyone is aware of the process, right from the beginning. And to help you make improvements to your hiring process and outputs. It’s for those who think big and want to make a tangible difference in their organisations.

Chapter 1

The Current State of Recruitment



When we first got into recruitment 20 years ago, most industries looked very different to what they do now. The huge digital transformation that we've seen was in its early stages and most roles didn't require the level of tech skills they do now

And recruitment was very different too. The internet was rudimentary, and LinkedIn didn't even exist. The "little black book" was king.

Recruitment was split into contingent and retained recruitment, both with their own challenges.

Contingent recruitment had recruiters competing to fill each role, firing over candidates in the hope they could get someone in the role fastest, regardless of if they fit perfectly or not.

Retained recruitment held companies and Hiring Managers in long-term, expensive contracts that gave them no flexibility and no absolute requirement to fill the role, as they got paid regardless.

Even now, many businesses still work like this, with companies accepting poor fits, long-term recruitment contracts (with little accountability), and short-term guarantees.

It doesn't matter if the candidate has been vetted or whether they stay in the role long-term, many recruiters adopt a "spray and pray approach" that gets them through.

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I recently spoke to a Hiring Manager who was bemoaning the lack of quality talent for a role she was advertising. She needed a German speaker for a key role. The role asked for a multitude of other qualifications which weren't necessarily deal breakers, but the language was. Her multiple recruitment partners kept sending her otherwise qualified candidates who spoke every language but the one she required. "I didn't realise how few people in this field spoke German" she lamented.

Except the candidates weren't the problem. The candidates in the recruiters' networks were. We discussed the issue of lack of process and she decided to work with our team. Last time we checked in, the Hiring Manager was delighted with her new hire and the candidate waxed lyrical about his new role.

Gavin Speirs

CEO, Solutions Driven



Historically, communication in recruitment has also been poor. Both within teams and with the recruiter. Hiring Managers don't always have full overviews of the situation and Talent Acquisition and HR Leaders don't have the trust and relationship with their recruitment partner to know the job will get done.

Many believe that if they could just get more candidate profiles, they'll eventually find the best hire. But with a lack of defined process, scorecards, and proper scoping there are always issues.

John Vlastelica, founder and MD of Recruiting Toolbox Inc voiced our thoughts on the issues of recruitment of the past in a recent LinkedIn post:

“

Recruiting Friends: What's something you believed to be true 10 years ago about recruiting, that you don't believe to be true now?

I believed a lot of hiring managers who told their recruiting teams that sourcing was the primary (or only?) problem in recruiting - that if we just found MORE candidates, MORE resumes from diverse backgrounds, invested in MORE sourcing tools...that many of our challenges would disappear. Sourcing is rarely the problem. Most problems in recruiting are pre-funnel (aligning on profiles/comp, engaging HM as leader of the process, embedding diversity into quality, etc.), mid funnel (interviewing, biases, candidate experience, etc.), closing/end of funnel.

John Vlastelica

Founder and MD of Recruiting Toolbox Inc



Rather than “better”, the motto of the past two decades has been “more”. And this made Hiring Managers and internal teams distrust recruiters. Recruiters weren't helping, they were a hindrance, throwing across candidates that didn't fit, not guaranteeing role longevity, and not embodying the ethos of their companies.

Add in that industries like tech and manufacturing became even more specialised, with more qualifications and skills needed, and the problem was confounded further. Recruiters needed to not just hire for now, but also look for people with potential who could ride these huge changes taking place in their markets. And they weren't doing that.

Recruiters and recruitment just didn't get along anymore.

Chapter 2

How Recruitment Process Intelligence™ Solves Hiring Teams' Biggest Pain Points



With Recruitment Process Intelligence™, we’re aiming to keep the issues of the past in the past.

Talent and HR teams are more stretched than ever before. And the hiring challenges and impact on businesses are something we discuss with clients daily:

Hiring Challenges

- > Engaging and hiring top talent
- > Finding diverse candidates
- > Passive candidates becoming more passive
- > Increasing time to hire
- > Hiring in certain geographies
- > Poor internal engagement from hiring teams
- > Lack of consistent process and approach to hiring

Business Impacts

- > Unable to meet budget due to hiring gaps
- > Internal hiring teams struggling with capacity
- > Hiring becoming increasingly reactive
- > Internal teams unable to confidentially hire
- > Lack of hiring intelligence to support key business decisions
- > Losing talent to competitors

It’s why we realised companies needed RPI - Recruitment Process Intelligence™. It’s likely you haven’t heard of it before. That’s because we recently created the category. But we didn’t just pull it out of thin air. It’s the culmination of everything Solutions Driven has done for two decades.

As the world has changed, so has the way we recruit. Using technology, data, and intelligence, we’re changing the way internal teams see recruiters. No more opening a contacts book and throwing candidates at hiring managers.

RPI takes all the modern tools at a recruiter’s disposal and uses them to find the perfect candidate:

- > Structured in-depth briefings
- > Forensic sourcing tools
- > Artificial intelligence
- > Machine learning
- > Scorecards
- > Diversity metrics

Recruitment Through the Ages

We recently came across a thought-provoking article on <https://www.thirdrepublic.com/>, about the need to adapt in the world of talent acquisition. It discusses the issues we discussed above, the “spray and pray” and the subsequent move to digital. They define recruitment as having three ages; The Analogue Age, The Spray and Pray Age, and finally, The Digital Age, that we’re currently in.

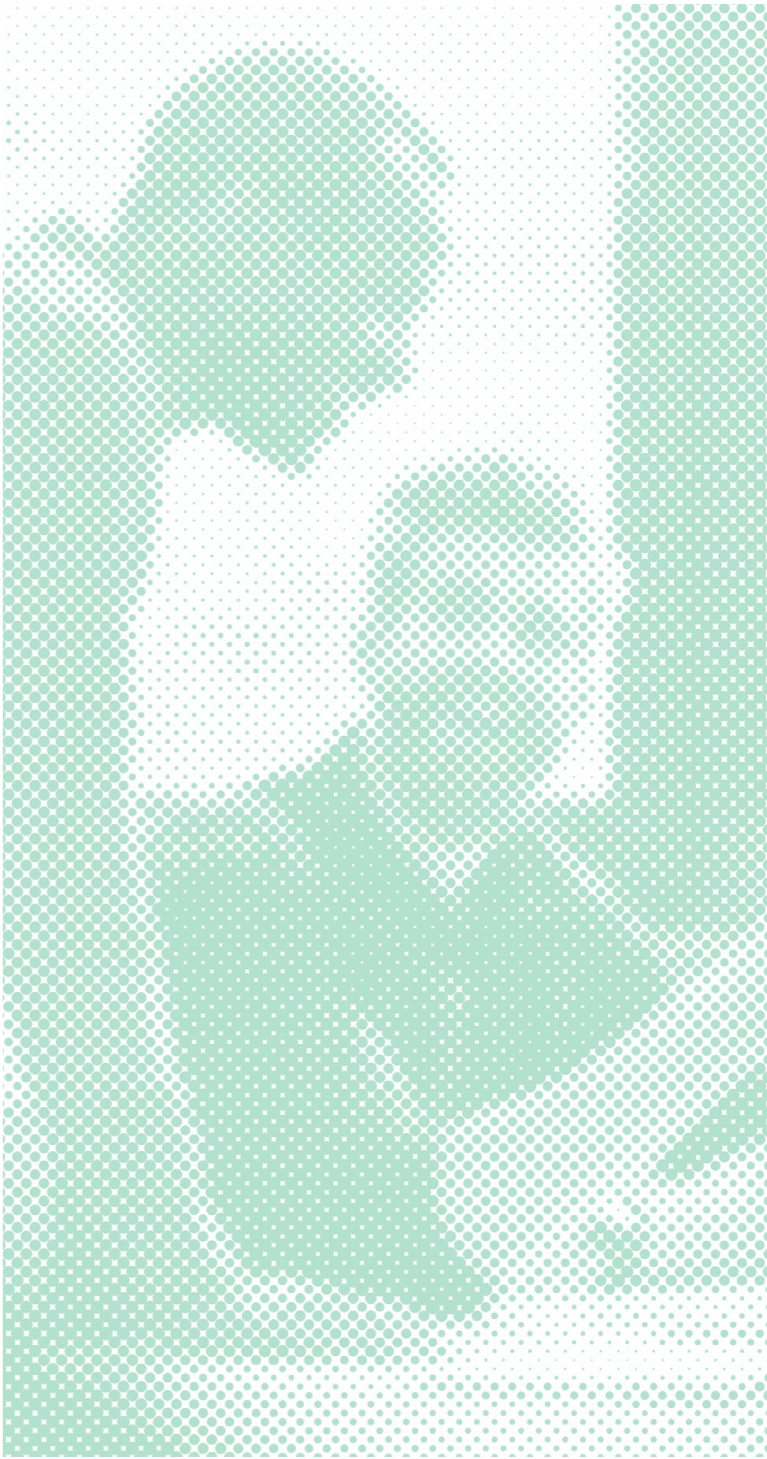
But it got us considering: what if recruitment is entering another new age? The Process Age.

Digital tools are amazing for sourcing great talent, but as John Vlastelica pointed out, sourcing candidates isn’t the main issue for most hiring teams. It’s defining the perfect candidate, getting the requirements of the 11 candidates and the Hiring Manager aligned, removing bias and “gut feel” from the process, engaging the key stakeholders, and getting the perfect candidate right. And that’s what a process guarantees.

I hope Third Republic won’t mind but we borrowed their “ages” graphic to illustrate what we mean - adding in The Process Age.

And recruitment has changed for candidates too. As people put more and more time into their jobs and careers, finding a company that fits with their values and that makes them happy is increasingly vital. Candidate experience is key and ensuring recruiters live and breathe your company ethos could be the difference between hiring the best people and losing out.

RPI is the reason that, at Solutions Driven, we hire the right people for the right roles 97% of the time. It’s why our customers describe us as a “partner” and it’s why we guarantee each role for at least 12 months.



I recently wrote a piece on Recruitment Process Intelligence™. Here were my thoughts at the time:

“Recently, (especially since Coronavirus hit) hiring conversations with clients have slowly started to change. This caught me off guard at first. Conversations became less about using external recruitment agencies.

Companies are becoming increasingly nervous of relying on their talent agenda being executed by external companies who don’t care about or understand their business, and who aren’t part of their bigger picture. And as tech and internal processes grow more sophisticated, so recruiting in-house appears, on the face of it, easier.

Which is why they’ve decided to go it alone.

But that doesn’t come without pitfalls. While many talent challenges can be handled internally, upon talking to HR & Talent leaders, globally, to understand the shift, it was clear they still had recruitment challenges. They couldn’t do everything.

While they didn’t need more recruitment companies, I identified that they did need help from a business that does recruitment.

By looking closely at how we were working with our clients and listening to their feedback, we created a new approach, in fact, a new category. We’ve defined it as Recruitment Process Intelligence™.

For years we knew we were different. Not a contingent recruiter who worked with no commitment. Not a retained recruiter who worked with too much commitment. Not a Recruitment Process Outsourcing (RPO) company who wanted a multiyear commitment. Solutions Driven delivered recruitment results, processes, and intelligence - all based on mutual commitment and accountability. We provided Recruitment Process Intelligence™. Recruitment PI.”

A couple of years ago, our Head of Business Growth, Nicki, and I went to a recruitment conference in Glasgow.

At one point, the host asked the gathered recruiters how many roles out of ten they successfully filled. At three/four/five most people’s hands went up. By nine, only myself and Nicki had our hands up. We began to doubt ourselves and wondered if we were exaggerating.

When we double checked the figures later and confirmed we were filling over 90% (97% in fact) of our roles, first time, we realised our process really did differ from traditional recruiters.

You might think, “Oh I already know RPO, this must be similar.” It’s not. It’s very different.

While Recruitment Process Outsourcing is outsourcing your recruitment to a third party, RPI helps you work alongside your internal hiring teams to both get the best results and gain insights into recruitment best practices. It also gives you a process, so your recruitment will always operate as it should, whoever in your company is doing the hiring.

The 6 Principles of Recruitment Process Intelligence™

1

Human powered processes to find and attract your ideal candidate

A clearly laid-out plan, driven by your needs and our expertise.

2

Full accountability and measurement from the outset

Working with you to define what “great” looks like – and we stick to it.

3

Use real-time data to drive continuous hiring improvement

Sharing intelligence on the hiring process and post-hire data throughout.

4

Blending the science of recruitment with the art of engagement

Using our 6S and 6F processes we deliver right first time, 97% of the time.

5

Measured on results, not promises

Delivering 100% of our shortlists on time and 60% faster than the competition.

6

You get a silent partner

Working with you and your Talent Team to secure the best hires.

Chapter 3

The Key to a Strong Recruitment Strategy



Recruitment is an unregulated industry. If anything, recruitment self regulates. Everyone works differently, and recruiters are often guarded about their candidate sourcing process.

This seems crazy to me. Working for someone and saying “just trust us, we have our ways.” Where else would this happen? It wouldn’t happen for any of our clients.

We aim to change this with RPI, creating a partnership between the recruiter and hiring manager, backed by intelligence. As previously mentioned, not every company is looking to outsource all their roles. Often, they just need a helping hand on specific roles, or insights into business critical roles, insights into the market they’re sourcing for and how to maximise their efforts.

One of the ways that RPI can help is through Talent Mapping. As our Talent Delivery Specialist, Keith describes it;

“Talent Mapping is essentially a way to help our clients gain insight into the current employment market. We can do that by using our knowledge, our tools, to align our client’s strategy up to almost their business objectives. And also, to guarantee their success against these objectives as well. These could be objectives around continued growth, or it could be, for example, relocation to a new country.”

Talent Managers are always spinning plates. With RPI, they can use recruiters in a blended way: getting help with roles they can’t fill and gathering helpful information that could help them on in-house roles. Recruiters work as an extension of the company, extolling their values and doing what’s best for them and the candidate.

Business Critical Roles

This is particularly true for industries where skills and requirements can be diverse. If Amazon are hiring for a warehouse operative, it’s unlikely they’ll need an in depth recruitment process as those with the required skills are in abundance.

But in tech, where high potential talent that can adapt and move with the ever-changing industry is both scarce and always in-demand, it’s a different story. In mechanical engineering where just 12% of the workforce are women, a superficial search won’t cut it. And in the medical device or aerospace landscape where individuals must be highly skilled and qualified, a process is a must.

By using RPI businesses get Recruitment Results, a thorough Process, and Intelligence to help them understand the pre-hire landscape and how their business will fare in future.

Chapter 4

The 6S Process - A Framework That Guarantees the Right Hire, First Time, Every Time

The structured process I discussed before is the 6S Process. We used it before we even fully articulated what it was, using our knowledge of industry best practices to refine the steps over time.

These 6 steps are how we know what the client wants, how to deliver those objectives, and how we find the right people. What's more, we're happy to share them. No cloak and dagger. Sharing knowledge can only create better recruitment that benefits the whole industry.

Have you heard of the 1 in 60 rule?

Well, for every degree a plane veers off-course, it misses its target destination by 1 mile for every 60 flown. That's 40 miles off-course if you're flying from NYC to LA.

The same principle applies to recruitment. Go slightly wrong at the first step and by the end, you're miles away from your ideal candidate. The 6S Methodology stops this from happening, keeping you, and your recruitment partner on the right path throughout the process. In simple terms, it's the 6 stages to ensure your recruitment is a success

Scoping

Kick starting the process the right way to avoid future pain

A detailed consultation call with key stakeholders to understand your culture, needs, and hiring requirements. This creates a bespoke hiring process that takes candidate and employee value propositions into account.

It goes alongside a high-level market analysis to find any challenges. We'll share any challenges and then we'll provide solutions on how to overcome them.

Scorecarding

Focus on what's critical for your next hire

Scorecarding lets us hone in on the required key skills, attributes, experience, diversity and qualifications for your candidates. We use the Candidate Fit Scorecard to rank shortlisted candidates and ensure they all meet your requirements.

We won't present 'wild cards' based on gut feel; all candidates must have 90+% fit.

Sourcing

Discovering the best talent through the latest tech and human intelligence

We pride ourselves on our cutting-edge tools and processes, combined with our 20 years' experience. Our unique Talent Mapping service delivers insight into where top talent is located.

We use advanced headhunting techniques including x-ray web searching, forensic resourcing methods, and networking activity on a global and local level.

If all a recruiter partner does is search LinkedIn, especially for specialised roles, they're adding no value to the process.



Selecting

Analysing candidates to pinpoint the perfect fit

We match the selected candidates to the CFS using a variety of tools like skills and values-based interview, psychometric testing, video interviewing and candidate presentations for global clients.

We then present four to six candidates that meet the CFS to 90%+ fit, within four weeks of the assignment kickoff date.

Securing

Lock in the perfect candidate with proven methodology

The client's Candidate Value Proposition, defined at the scoping stage, is important to candidates, as are candidates' career drivers.

We link this to our 6F approach to candidate engagement (Fit, Freedom, Fulfilment, Family, Fortune, Future), and highlight any major disconnects.

We gradually activate passive candidates during the process, supported by the Candidate Value Proposition, candidate engagement, and client process management. As passive talent becomes more passive, this is vital.

Satisfying

Continuous improvement to create successful partnerships

We agree on measures of success right at the beginning of the assignment. These are reviewed against the criteria at the end of the process, analysing two-way improvement actions and Net Promoter Score data.

Formal reviews are completed after every hire, conducting regular candidate and client check-in calls quarterly. A 12-month free replacement is offered if the candidate leaves or a placement is terminated. (And with a 97% right-first time-rate, that's rarely a concern...)

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We received an excellent set of candidates and could happily have selected at least three who would have met our needs.

Paul Tanner

Hiring Manager, Mercury Systems, Massachusetts



Chapter 5

The 6Fs - A Proven Approach to Finding the Right Candidate Fit Every Time



Let’s be honest. Companies pay recruiters and keep them in business. But putting the first available rough-fit candidate forward for roles isn’t the right way to hire. That might sound surprising, because surely, it’s about getting the job done fast in recruitment, right? Wrong.

We want to get the job done as fast as we can, but also get the right person first time, every time.

After all, what’s the point in filling roles quickly if the candidate doesn’t enjoy the role and doesn’t stick around? Or if a candidate is great right now, but can’t keep up with the skills needed in fast-moving markets? Both candidate and company are dissatisfied and it’s back to the drawing board to find someone else.

Employee Value Proposition

For years, everyone has talked about the EVP - Employee Value Proposition: ensuring that employees are engaged in the organisation and churn rates stay low. But when you’re hiring, it’s about the CVP - Candidate Value Proposition: why do candidates want to work for you? For some it’s money, for others it’s travel, yet for others, it’s a great place to work.

Companies are often so interested in what they want in a candidate, they don’t consider what the candidate might want from them. This can hamper their chances of getting the best employees onboard.

In areas like technology where there’s a distinct talent shortage (according to KornFerry, the talent shortage in tech, media, and telecommunications is predicted to reach 4.3 million workers globally by 2030), CVP becomes a vital part of attracting new employees.

That’s why, alongside the 6Ss, we developed the 6Fs to help us focus on finding the right job fit for every candidate.

Simply put, we believe the 6’s are the 6 factors that top passive talent consider when making a career change – so it’s important hiring teams take this into consideration during the process.



Fit

Cultural fit and culture add are what make work feel like a choice rather than a chore. Finding the right environment for all candidates is a core part of our process.

When an employee is the right fit, not only are they happy to be part of your business but they add to the culture of the company.

“I was looked after so well throughout the entire recruitment process; from engagement to beyond offer acceptance.”

Ula, successful candidate



Freedom

Trust and flexibility to try new things can be the difference between fulfilment and monotony. We always ask candidates’ future goals and ambitions, so we know they’re on the right path.



Family

Some things are simply more important than work. They just are. Finding the right balance between an individual’s family and work life is essential for everyone. We don’t believe that a career should be the only reason to get out of bed in the morning.



Future

Whatever a candidate’s ambitions for the future, we want to make sure they’re in the right place to succeed. If your employees are in the right roles, they’ll help your company stay on the right track for the future.

“Candidate selection and interaction was done in such a pleasant and professional manner - it was truly a pleasure to work with Solutions Driven.”

Igor, successful candidate



Fortune

Money, success, satisfaction... we identify exactly what makes the candidate feel like they’ve ‘made it’. Aligning they’re current and future goals with the opportunity on offer is critical to achieving the right fit for everyone in the short and long term. That way everyone’s a winner.



Fulfilment

We understand what drives people both professionally and personally and do our utmost to take these into account when talent sourcing. Life is too short to spend most of your waking hours in a job you don’t like, so we want to ensure candidates have fun along the way. We’re all a bit different after all.

Chapter 6

Recruitment Intelligence: How to Identify the Costly Gaps in Your Recruitment Strategy

At the heart of RPI is intelligence. But what exactly do we mean by intelligence?

I've spoken before about how the old way of recruiting is outdated. Now, it's not about being a good salesperson or having the gift of the gab. The world now runs on data and processes. Especially in a rapidly changing world, companies can't afford to take risks when it comes to getting their hiring right.

A 180 Approach

We don't believe it's possible to have RPI without a 180 approach. Our amazing people are split into their own specialist areas, that follow their own specific processes to generate business, and to fill roles. We believe that the best recruiters are not the best salespeople and vice versa, hence the 180° focus.



After all, you wouldn't want the person who flies your plane to repair it. And you wouldn't want the person who sells you software to maintain it. Different people have different skills, and one person can't keep on top of everything.

The 180/360 debate was best described in a LinkedIn post by Adam Gordon, CEO of Candidate ID:

"One thing that causes me nightmares is 360-degree recruiters.

Think about sales and marketing teams. You don't have copywriters doing outbound telemarketing. So why does anyone think one individual is going to be good at:

- > writing job adverts and building landing pages and forms
- > technical sourcing and data analysis
- > influencing hiring managers and candidates
- > assessing people's skills - designing candidate experiences
- > connecting technologies to create the most productive workflows and administration
- > email, SMS and social media management

These aren't at all the same skill sets"

Talent Intelligence

I've spoken a lot about process so far. And these processes are shaped by intelligence, gathered from the inherent knowledge our team have gleaned over our 20 years in the business, in-depth research we've completed, and technology.

Keeping up to date with the latest information and recruitment tools is vital for RPI and ensures that the market intelligence businesses receive is current and useful.

Talent Mapping

I mentioned Talent Mapping in chapter two and it's a huge part of our RPI so it's worth digging a bit deeper.

Talent Maps are detailed reports on a specific area of recruitment like the availability of candidates or expected salaries for specific industries or locations.

When a client asks us for a Talent Map, our team gets to work, digging into the area they're researching. We use techniques like research software, candidate interviews, and our own knowledge to dig out vital information for clients. From here, we create a report giving clients vital information like:

- > Whether London or Paris is the better option for opening a new office, based on candidate availability, office costs, and average salaries.
- > What is the best location to branch out into a new sector, based on candidate skills and availability?
- > How does your employee and candidate value proposition compare to the competition?
- > Where can you find talent with potential as future leaders?

These reports help companies make vital decisions they wouldn't have the expertise to do alone. And because, on completion, we have in-depth knowledge in this area, we can also properly assist with the hiring process if the project goes ahead.

Data and Intelligence

One of the main things that Recruitment Process Intelligence™ relies on is data. After all, gut feel isn't a substitute for hard figures - despite the fact it often takes precedence in a recruitment process.

While companies rely on data for many of their normal business functions, it's something that's often overlooked in recruitment.

According to a 2019 Deloitte Survey, 80% of their respondents (senior executives at 35 companies in North America, the United Kingdom, and Asia) stated analytics already support their corporate strategies. And 96% believe analytics will become more important to their decision making in the next three years. There was no mention of recruitment in the report.

Data is used throughout the whole RPI process, from looking at creating more diverse shortlists through looking at diverse candidate numbers in specific areas, to looking at how many qualified people there are in your pools, to finding out how your employer branding resonates with your target candidates.

That way, whenever you make a hiring decision with RPI, you know it's backed up by hard facts.

Case Studies

- > **Aktana**
www.solutionsdriven.com/case-study-aktana/
- > **Elringlinger**
www.solutionsdriven.com/elringlinger-case-study-2/
- > **Avire**
www.solutionsdriven.com/avire-case-study/

Chapter 7

Future Proofing - Where Recruitment Process Intelligence™ Fits and What's Next



The world has changed a lot in recent years and the recruitment industry has been directly affected. From advances in technology to Covid-19, there's a lot for us to think about.

The way business works is inevitably changing too. The factors that affect recruitment are affecting the whole business world. It seems unlikely we'll ever go back to a commute on public transport, to a 9-5 job, in a busy open plan office, 7 days a week.

This will, and already has, changed how companies hire. They won't need to find employees in their locality, candidates won't need to relocate, and they won't need a month long in-office induction.

And, for a lot of recruiters, that "black book" of candidates in their industry or area is going to be made redundant: people can work from anywhere, businesses will need employees with multiple skills, and candidates will be looking at changing careers or just being more open to different positions.

In addition, many businesses just don't have the budgets they used to have for hiring and can no longer take the chance of putting their jobs to multiple recruiters and hoping for the best. (You might know this as "contingent recruitment".) Traditional retained recruitment (where recruiters work on long contracts) will be out of the reach of many businesses too.

They're going to need to work with companies that know their business, know their markets, and who have the information and techniques to hand to get the job done quickly. They're also going to need flexibility from their recruitment partners.

They're going to need Recruitment Process Intelligence™

Luck and contacts won't cut it in the recruitment world of the future. Intelligence will.

Companies themselves are going to change too. As business gets tougher, the companies that can adapt and stay agile will be the ones that survive. They might not always have the budget to use external recruitment for roles.

However, they will want to "turn on the tap" for vital roles, or ones they're having trouble filling. That's where recruitment companies who utilise RPI to allow them to work flexibly will be able to step in, use their processes, provide intelligence, and get the job done.

Final Words

Like every other industry, recruitment has gone through huge changes over the years. And while the digital age brought great advances, it's clear the industry needs to take the next step.

As business itself becomes increasingly about process, recruitment needs to follow suit. Hiring Managers and Talent Acquisition Leaders have more on their plates than ever before and need to know exactly what is going on with their recruitment. Spray and pray no longer makes any sense in a post-Covid world where talent is abundant, and instead getting the right people in place is imperative.

Businesses need recruitment partners, not multiple recruitment agencies. And the best way to forge a partnership is through Recruitment Process Intelligence™. By knowing exactly what is happening at every step of the process, RPI ensures this is the case.

Through a thorough series of steps; Scoping, Scorecarding, Sourcing, Selecting, Securing, and Satisfying candidates, RPI keeps everyone in

the process on the right track, throughout the journey. Matching these candidates up with the right businesses for their outlooks on Fit, Family, Freedom, Fortune, Fulfilment, and Future, means that they both enjoy their job and stay with the company long-term. Mix this with data, analytics, and industry intelligence, and businesses get the right candidate for the role, first time, every time.

Using this blend of art and science at Solutions Driven means that we have a 97% success rate on the right people for the right roles. While we have a great team who are highly skilled, it's utilising Recruitment Process Intelligence™ on every role that keeps these figures as high as they are.

To learn more about Recruitment Process Intelligence™ and how it can help hiring teams to guarantee delivery of the very best talent, [check out RPI here.](#)



