

ttm

Healthcare Solutions

We Power Potential



RPO Case Study

Successful campaigns fuel a thriving national partnership

Thanks to a long-running relationship with a national government agency, TTM were chosen to lead the end-to-end recruitment of clerical staff. With the project successfully implemented, the partnership continues to thrive.

THE CHALLENGE

A publicly funded government agency contacted TTM in summer 2022 with a pressing need for Grade III and Grade IV Clerical staff across 17 regions. TTM is proud to have worked as a preferred partner to the agency since its inception in 2014 and has developed a deep understanding of its vital role in public services.

With a successful Healthcare Outsourcing Division, TTM proposed the provision of a Recruitment Process Outsourcing service [RPO], including a full end-to-end recruitment campaign. The division enables clients to outsource activities such as recruitment and business processing to highly skilled teams during times of peak demand. In this case, this RPO solution was essential to capacity, enabling the agency to remain 100% focussed on providing frontline services.



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THE SOLUTION

TTM's HPO Division took a results-focussed approach to activating a total of 36 campaigns for Grade III and Grade IV Clerical Officers. The team worked in close partnership with the client, applying healthcare intelligence and industry expertise spanning 20 years.

TTM's RPO solution included:

- Provision of a dedicated team of 6 Recruitment Consultants, Talent Acquisition Specialists and Administrators.
- Responsibility for Job Specification development, advertising, eligibility sifting and shortlisting, interview scheduling and results, pre-employment checks, contracting and payroll setup.
- Provision of independent chairpersons and interview panel members, to complement those provided by the client.
- Regular progress reporting in line with the service agreement.

THE RESULT

With the project successfully implemented and all recruitment campaigns currently underway, the client is very satisfied with the progress to date.

The candidate experience has been of equal importance: thanks to the division's speedy response and streamlined compliance process, all candidates have chosen to progress from job offer to commencement, with zero drop-off.

A total of 114 vacancies are due to be filled in coming weeks; meanwhile, TTM continues to manage several active recruitment panels.

TTM QUOTE

Paul Bellew, Business Manager, says:

“Our HPO Division has shown agility to place a large number of Clerical roles ahead of client deadlines. We're proud to continue our thriving relationship with this national agency and look forward to a strong continuing partnership. For us, the greatest reward is in supporting this client with the extra capacity to meet service demand for families across Ireland.”

Talk to Us Today

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