

RECRUITMENT (REMIXED)

YOUR FIRST 100 DAYS

AN RPO CLIENT ONBOARDING GUIDE

THE
OUTSOURCED
RECRUITMENT
COMPANY

LETS
TORC
.COM

You've made the savvy decision to outsource recruitment services to circumnavigate the constant hiring battles you're facing, whether it's competing to secure top talent (and losing), or dealing with processes that lead to inconsistent hiring results that impact your business performance.

In doing your due diligence, you've come to understand the multitude of benefits Recruitment Process Outsourcing (RPO) offers your company, and you now need to select the right provider. But with so many options, how do you ensure you're making the best choice?

It's a crucial decision, especially as you have management on board now, so it's imperative you follow-through with a provider that will live up to the promises you've made.

THAT'S WHERE THIS GUIDE COMES IN.

With a clear connection between comprehensive onboarding and a successful partnership, here you'll gain insights into our bespoke onboarding process. It showcases our commitment to communication and continuous feedback, as well as the flexibility of our RPO solution.

YOUR TORC RPO ONBOARDING ROADMAP

43%

Employees leave due to poor onboarding

Unfortunately, 60% of Australian managers have had an employee leave within their probation period – 43% within the first month due to poor onboarding practices. We've spent years refining our internal processes to ensure smooth onboarding for our clients and candidates. We've applied this expertise to our RPO solution offering, developing a comprehensive 100-day RPO client onboarding process that sets the foundation for long-term success.

As you follow through the RPO onboarding process steps, keep in mind our solution is based on Agile methodology – a highly flexible and iterative project management approach that encompasses collaboration, client feedback, and frequent small updates. This means time frames can be adjusted or condensed as you wish.

PRE-SERVICE PREPARATION: CONTRACT SIGNING

The contract signing process is a pivotal step in establishing a successful partnership with your RPO provider. This stage involves more than just putting pen to paper; it's about laying the groundwork for a transparent and mutually beneficial relationship.

During this phase, both parties meticulously review and negotiate the terms of the agreement to ensure all expectations are clearly defined. This includes detailing the scope of services, outlining key performance indicators (KPIs), and setting realistic timelines to solve your recruitment challenges.

WEEK 1: WELCOME AND INTRODUCTION

The first week gives you a clear roadmap for the RPO onboarding process. The welcome meeting involves a comprehensive introduction, bringing together your team and ours to celebrate the new partnership, align expectations, and create a high-level implementation plan. You meet your dedicated TORC RPO team, ensuring you know exactly who to turn to for what. We also present our solution, gathering your valuable feedback along the way.

Next, we hold our first planning meeting. It involves creating a to-do list for the entire onboarding process. We identify all the tasks, processes, documents and templates that need to be created. To keep everything organised and visible, we set up a Kanban board (a visual project management tool) to track tasks. This approach ensures all stakeholders can easily see task status and have a voice in the process.

It's important to note that we use an Agile approach in our work. We break the work into manageable chunks called 'sprints', usually two or four weeks long. You have a certified Agile expert leading these sprints.

This method allows for regular check-ins, continuous feedback, and quick adjustments as needed. You'll also benefit from a 'retrospective' after each sprint, where we discuss what went well and what could be improved.

WEEK 2: UNDERSTANDING YOUR BUSINESS

Sprint Meeting Number One

Deep-Dive Sessions

These focus on understanding your company's culture, values and long-term goals to ensure our recruitment strategies align with your vision. We discuss your specific recruitment needs, including the types of open roles and the essential skills required. As always, it's a collaborative approach that fully cements the strong foundation for our partnership.

**Aligning recruitment
with your vision**

Current State Analysis

These meetings are all about reviewing your existing recruitment processes and systems to identify strengths and areas for improvement. We assess metrics, such as time-to-fill and candidate quality, to pinpoint inefficiencies. These actionable insights inform the recruitment strategy moving forward.

**Improving recruitment
through actionable insights**

Custom Onboarding Plan

Based on our assessments, we create a Custom Onboarding Plan tailored to your organisation's needs. It outlines the steps for implementing our RPO solution, including timelines and key milestones. Our goal is to provide a clear roadmap that both addresses your immediate challenges and supports long-term success in attracting top talent.

**Tailored onboarding
plan for success**

WEEK 3: UPROCESS MAPPING

Sprint Meeting Number Two

This sprint focuses on building and managing the project backlog (a dynamic list of all pending recruitment activities). During the sprint meeting, we discuss upcoming hiring needs, define roles and responsibilities, and set clear priorities. We also set our KPIs to track the success of the RPO partnership. There are a number of metrics to utilise here, and some may be more important to you than others, for instance time to fill over candidates per role.

The TORC team will also present templates, workflows and marketing materials to your team, seeking their approval or suggestions for changes. This segues into the sprint retrospective where we invite feedback on the previous sprint, discussing what went well and what could be improved. It's worth mentioning that in designing recruitment workflows, we ensure they align with your specific business needs while incorporating innovative solutions, such as our branded Video Toolkit. This bespoke recruitment aid is ideal for niche, hard-to-fill roles. It leverages video to present a 3D view of the candidate, allowing them to showcase their personality and enthusiasm for the role, which is something that's hard to grasp from merely viewing a CV.

At the same time, the video gives us the opportunity to showcase your employer value proposition (EVP), company culture and brand voice to talent with specific branding touchpoints.

WEEK 4: SYSTEMS INTEGRATION AND INITIAL IMPLEMENTATION

Technology Integration

We seamlessly integrate TORC's recruitment technology with your existing systems to ensure a smooth transition and enhanced functionality. It allows for better data flow and communication between platforms, streamlining your recruitment processes.

Training Sessions

Our training sessions equip your team with the skills needed to effectively use the new tools and processes. By providing hands-on training and online support, we ensure everyone feels confident in utilising these resources.

Pilot Run and Feedback Loop

To test the new processes and tools, we conduct a pilot recruitment run that allows us to evaluate their effectiveness in your real-world scenario. It provides valuable insights into how well the new system works, as well as where adjustments may be needed. Your feedback is important here, especially from your team. It's essential to enhance both the efficiency and effectiveness of your recruitment processes.

WEEK 5: ROLLING OUT THE SOLUTION

Sprint Meeting Number Two

This sprint reviews the progress made since the last one, as well as planning the next steps for your recruitment activities. Importantly, we finalise the recruitment pipeline, ensuring all tasks are prioritised and added to the backlog for efficient tracking and management.

Recruitment Activity Commences

With the recruitment pipeline in place, we officially commence recruitment activities, actively sourcing candidates for the identified positions. This phase involves leveraging multiple channels to attract top talent and initiating the screening process to identify the best fits for your organisation.

WEEK 6-12: SPRINTS AND CONTINUOUS IMPROVEMENT

Ongoing Sprints, Retrospectives and Backlog Grooming

We proceed with ongoing sprints, retrospectives, as well as backlog grooming sessions. This involves regularly reviewing and prioritising recruitment tasks to ensure the most important items are addressed first.

This approach is based on Lean application principles, utilising Value Stream Mapping to enhance efficiency by identifying and eliminating waste in the recruitment process. It adds value by streamlining operations, while allowing us to stay aligned with your goals and respond quickly to any changes in priorities.

Continuous improvement is an ongoing feature of our RPO solution, with the aim of optimising recruitment processes for userfriendliness and efficiency.

Cultural Workshops and Engagement Strategies

Our cultural workshops are designed to align TORC's culture-building strategies with your company's core values, fostering a cohesive work environment. These workshops encourage open dialogue and collaboration, helping to integrate shared values into everyday practices.

We have also developed targeted engagement strategies that not only enhance the candidate experience, but boost employee satisfaction and contribute to building a stronger company culture; one that both attracts and retains top talent.

By focusing on initiatives that promote collaboration, recognition and well-being, we create an environment where employees feel valued and motivated to contribute.

WEEK 13-26: REVIEW AND EXPANSION

Performance Review

This is the three month review of RPO implementation, evaluating its success against the established KPIs. It's an indepth review, more so than the sprint retrospectives, drilling down into finer detail to uncover what's effective and what requires refinement. The review extends to all aspects of the RPO solution, from tools through to processes. This also includes a feedback session with your team to gather their 'on-the-ground' insights and suggestions.

Expansion and Additional Training

After the review, we further scale the recruitment processes and tools across your organisation, leveraging best practices learned during the initial implementation and from your feedback, either adding or subtracting resources based on your evolving needs.

If necessary, we run additional training sessions for team members to ensure proficiency with new systems and processes. You may also find it beneficial to tap into our value-added training for line managers. It further enhances their understanding of the recruitment processes and tools we offer and is another empowering way to support their teams in attracting and retaining top talent.

Establishment of Regular Reporting Systems

From this point, we establish regular reporting systems to track recruitment metrics and progress, ensuring transparency and accountability. These reports provide insights into the effectiveness of recruitment strategies and help guide future decisions.

Review of Future Recruitment Requirements

We finish this part of the review by looking at your future recruitment requirements, with particular attention to anticipating staffing needs. This is highly valued by clients who have seasonal staff fluctuations or are growing rapidly.

6 MONTHS: STRATEGIC PLANNING AND CELEBRATION

Future Roadmap

The six month mark is the ideal time to develop a strategic plan for the next phase of the RPO partnership, focusing on long-term goals and continuous improvement for sustained success. This roadmap will outline key initiatives, timelines and metrics for measuring further progress, allowing us to adapt and refine with our Agile methodology at the forefront.

Celebration

Day 100 marks celebration time! By now, you are successfully onboarded with TORC and enjoying a fruitful recruitment relationship that brings you rich talent rewards. The celebration format is up to you, but we like to use it as a chance to recognise the hard work and collaboration that has brought us to this point, reinforcing our commitment to your ongoing success and strengthening our partnership.

**TORC: YOUR
RECRUITMENT
PROCESS
OUTSOURCING
ALLY**

That covers our comprehensive 100 Day Recruitment Client Onboarding Process. We trust you found it beneficial to get an inside peek into what it's like to work with us. If you'd like to find out more about the carefully curated milestones in our RPO client onboarding process, let's TORC.

**WE'D LOVE TO
HELP YOU FIND THE
TALENT YOU NEED
BY KICKSTARTING
YOUR ONBOARDING
JOURNEY!**



**THE
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