

Midlands and Lancashire CSU exceed their recruiting targets and deliver great customer service using Trac



Midlands and Lancashire Commissioning Support Unit (MLCSU) have 1,750+ employees and provide recruitment support to over 20 CCG's and NHS organisations.

Supporting so many employees was a challenge as the recruitment team were using NHS jobs and spreadsheets. Potential new recruits experienced manual and time-consuming processes that didn't give positive first impressions. The system also couldn't sustain the continued growth of MLCSU so they chose Trac's agile recruitment software to reduce their time to hire and increase their client base.

Sarah Sheppard, MLCSU's Director of People supports the investment in Trac and said "Recruiting staff is a very costly exercise but is an essential part of any business and it pays to do it properly. An organisation may have all of the latest technology and the best physical resources, but if it doesn't have the right people it will struggle to achieve the results it requires."

Since Trac's launch, the 8 strong recruitment team have on-boarded several NHS organisations with little increase to their original team, as well as supporting several COVID-19 immunisation projects.

Hiring Managers within the CSU are finding Trac quick and efficient, especially the shortlisting function which had been a very time-consuming process. They can now select key elements of the person specification to match the right person with the right job skills, experience and knowledge.

By automating processes, the MLCSU team can now process high volumes and have improved their time to hire target from 57 days to an average of 44 days ensuring vacancies are filled quicker. By comparison before Trac, the estimated average time to hire was 75 days for MLCSU and 83 days for CCGs.

The team are also delighted to have exceeded another target by reducing the time taken from unconditional offer from 27 to 15 days.

To support applicants into posts quicker and fluctuating staffing demands Trac has made it possible to start a successful bank of temporary staff, including associates.

Why choose Trac?

- Streamlines recruitment processes
- Enhanced KPI reporting
- Integration with other key systems including ESR, jobs.nhs.uk and eDBS.

" Trac has helped us to progress from a manual, reactive recruitment service to a responsive and proactive one. Automating the process has meant that the team can focus on delivering great customer service."

Hayley Hoskins, Senior Recruitment Manager, Midlands and Lancashire CSU

