



Cornwall Hospice Care
Caring for our community

Cornwall Hospice Care is a leading Cornish charity providing special care for adults who are living with life limiting illness.

This care is provided free of charge at one of two hospices – Mount Edgcumbe Hospice in St Austell and St Julia's Hospice in Hayle. The charity also has a large distribution centre and business premises in St Austell.



Recruitment Challenges

The Hospice adopts an Equality and Diversity led recruitment process which was not only very time consuming and labour intensive but also very paper driven.

Candidates were required to download applications, print them off, fill them out and either upload the documents and return by email or physically send the application by post. Candidates were also required to complete and submit the Equal Opportunities Monitoring Form in the same manner.

All applications were managed via one generic email box. This not only required HR time to sort through the applications they received but in line with their Panel Sifting requirements also had to manually print out each application for each panel member and remove any confidential monitoring information.

The hospice was spending far too much time dealing with administration, which was having a significant impact on the time to hire. Reporting and forecasting was also proving extremely difficult. Equal Opportunities monitoring forms needed to be added manually to spreadsheets and the charity had no way of identifying which sourcing methods were proving most successful or more importantly which methods they could eliminate and help reduce costs.



networkx
INNOVATE RECRUITMENT
www.recruitment.software



The Objectives

The charity was keen to address all aspects of the recruitment process. This included:-

- ✓ Improve the candidate experience
- ✓ Improve the management of applications
- ✓ Improve the Panel Sifting process
- ✓ Reduce the amount of paper based tasks
- ✓ Reduce time to hire
- ✓ Provide real time access to key reporting information including Equal Opportunities Monitoring
- ✓ Identify the most successful sourcing platforms
- ✓ Utilise social media platforms to recruit
- ✓ Reduce recruitment spend

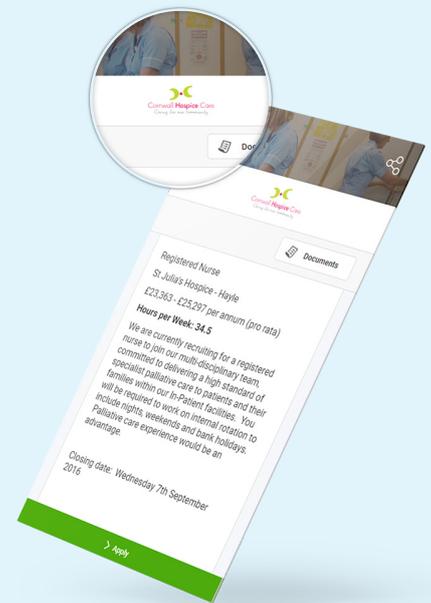
The Solution

Our recruitment software with Equality and Diversity Module was perfectly suited for Cornwall Hospice and provided them with the tools they needed to centralise and control recruitment activity across the organisation.

This simple yet sophisticated solution, ensures that the entire Panel Sifting process can now be conducted online. All confidential monitoring information is automatically removed as applications are released to Panel whilst Panel Members are presented with a user friendly split screen to score applications alongside the person specification.

Equal Opportunities Monitoring forms are now included as a dedicated section with the application form ensuring the accurate reporting of information is available in real time and without any requirement for manual input.

The flexibility of the technology delivered ensures that maximum efficiency is achieved at every stage of the Hospice's recruitment process.



"We initially engaged with **networx** after we were made aware of the benefits they had delivered to St. Luke's Hospice. We could identify with a lot of issues they faced and we were keen to understand how we too could improve the efficiency of our processes.

The team at **networx** have helped us to significantly reduce the time it takes to recruit whilst offering a slick and user friendly application experience that we believe clearly sets us apart from other charities."