

Founded in 1982, **St Luke's Hospice** provides free end of life care to terminally ill patients across Plymouth, South West Devon and East Cornwall.

They recruit a team of specialist doctors, nurses, occupational therapists and social workers to provide an individual level of care to patients in their own home or within one of their specialist units.



The Challenge

Adopting a very paper based and predominantly offline recruitment process St Luke's Hospice found that recruiting across the business was extremely laborious and time consuming.

They were keen to improve the efficiency of all aspects of the recruitment process online and more importantly provide candidates with the ability to search and apply for their vacancies via their website.

The Hospices' website was in the process of being designed providing a perfect opportunity to integrate a dedicated careers page and revamp the application process with the introduction of new technology.

However, whilst the hospice were keen to adopt the latest technologies, as a discrimination free organisation, it was vital to ensure all candidates have an equal opportunity to apply and provide job seekers with the opportunity to fill out a paper application form where necessary.

Unfortunately due to the processes adopted, recruitment had become a very time consuming, laborious and extremely paper driven exercise for both candidates and the HR team.

The whole recruitment experience was in need of a make-over as candidate's had to download application forms, print them off, fill them out along with an equal opportunities form before emailing them into a generic HR inbox. Once applications were received HR then needed to print off the application forms, remove confidential information and equal opps monitoring before passing on to a panel to score accordingly who would cross checking against the person specification.

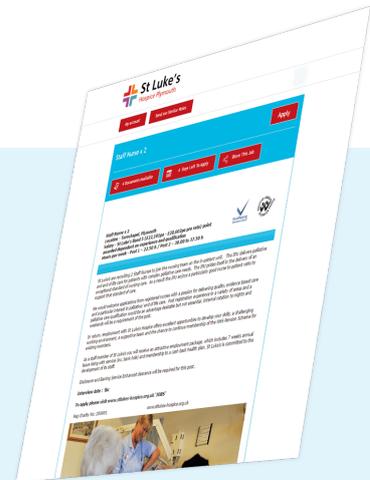
As a charity, the costs associated with recruitment also needed to be addressed and any opportunity to reduce cost per hire needed to be explored. In order to do this, the organisation needed the tools to see what sourcing platforms were working and where money was being spent.

Reporting on key metrics was also proving a time consuming and manual process.



The Approach

After researching the St Luke's Hospice's current website, careers page and Facebook page, networkx approached the organisation at Deputy Chief Executive and HR Director level. By offering a truly consultative approach we quickly built up a great relationship with them and after carrying out an initial need find we mapped out their recruitment process from start to finish and gained a thorough insight to what needed to be achieved. A fully tailored and bespoke solution was developed to mirror the Hospice's specific requirements.



The Outcome

From the offset networkx recommended a very simple yet sophisticated e-recruitment solution that was flexible enough to be evolved throughout time. Offering such flexibility in a system also meant that it could be utilised in other key business areas moving forwards i.e. for volunteer recruitment.

Key benefits include:

- ✓ Candidates now have an equal opportunity to apply with the option to submit details online or download a paper based application form
- ✓ Candidates are provided with the necessary information to ensure they clearly understand the requirements of the role and how to apply
- ✓ The hospice's time is now reduced in dealing with speculative applications by allowing candidates to register for job alerts
- ✓ The hospices are now presented with a wealth of functionality that reflects their recruitment and selection process.

These include the ability to: -

- ✓ Standardise vacancy information with a database of advert templates, job descriptions and person specifications
- ✓ Centralise applications from multiple sources and receive both online and paper based application forms
- ✓ Provide HR with the ability to restrict access to confidential monitoring information and for Line Manager to manage their individual positions

- ✓ Provide selection panel members with dedicated logins to shortlist online or print applications as required
- ✓ Provide online shortlisting tools that ensure applications are assessed purely against the requirements of the role - This includes the ability to automatically remove confidential monitoring information from applications for panel sifting and the ability to score candidates against the person specification in the preferred manner.
- ✓ Deliver real time access to shortlisting progress that keeps HR informed on the status of applications and shortlist decisions.
- ✓ Obtain key reporting information that supports the hospice's equality & diversity policies
- ✓ Publish vacancies not only to the hospice's careers page but also to Twitter and Facebook allowing them to now engage with social media tools as part of their online sourcing strategy
- ✓ Automatically filter applicants and set up alerts to highlight certain criteria i.e. disabilities (disability confident employer)
- ✓ Build up an internal talent pool of candidates, each with an individual profile that can be searched for when recruiting