



datacom case study.

We have partnered with Datacom nationally since 2013, successfully recruiting a range of roles for them across a large spectrum of job categories.

The roles have included both staffing and specialist roles such as Receptionists, Administrators, Executive Assistants, IT workers, Accounting, Finance and HR professionals and Contact Centre staff.

Most recently we partnered with Datacom as they were successful in winning various contracts to support customers with enquiries of all types for COVID-19. The recruitment campaign was for 500+ inbound and outbound Contact Centre staff across Queensland, New South Wales, the ACT and South Australia.

The roles were to support customers who were lodging new claims, reviewing applications, advising of next steps and triaging callers on hold. We were given a one to two week turnaround time to fill these roles across the country.



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solution

The initial recruitment commenced at the end of March 2020. We quickly formed a National Project Team of ten consultants to deliver to Datacom's requirements. The team was located across Victoria, Brisbane, New South Wales and Adelaide. They were led by our Volume / Assessment Centre National Practice Lead who project managed the recruitment from end to end. Our team used various candidate sourcing methods including the Randstad database, referral programs and our network of clients, many of whom were seeking work for their employees through COVID-19. This ensured we supplied a high-level calibre of candidates to our client for these crucial roles.

Due to the strict social distancing measures that were in place at the time our usual method of recruiting for large-scale recruitment campaigns had to be quickly altered. Our proposed solution was to design and create a full-scale virtual assessment centre through Zoom which included the following:

- telephone screening
- behavioural-based video interviews
- telephone role plays
- numerical reasoning skill test
- online reference checks

To date, we have successfully filled 540 vacancies across the ACT, Brisbane and South Australia, which exceeded the original target number originally set out by Datacom.

challenges

This project originated at the peak of COVID-19 and at that time, we were faced with various challenges including turning around a project within a tight two-week timeframe and all completely virtually.

We created online virtual assessment centres to ensure all candidates received a thorough understanding of the role and were assessed as per the traditional recruitment process. These were conducted twice daily until we met our required candidate support.

Once candidates started in the role we had social distancing challenges to overcome. We achieved this by ensuring all candidates completed a medical form, we implemented seating arrangements and met all candidates on their first day to check them in safely and monitor their health and temperatures.

Overall it was a joint effort between Randstad and Datacom to ensure we made the safety of our candidates a top priority.



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result

The project was successful with the following key highlights:

- delivered virtually within a tight timescale
- over exceeded the target number of roles briefed into us with 540 roles being filled
- ensured a systematic and consistent approach across all states
- able to scale up and deliver to national requirements
- all candidates were checked in face-to-face in each state whilst ensuring we adhered to social distancing requirements
- access to the 'best talent' through our comprehensive Randstad database and referral programs

