



# IMPROVING HIRING MANAGER AND CANDIDATE EXPERIENCE RATINGS

## HIGHLIGHTS

- Achieved over 95% satisfaction scores for both candidates and hiring managers
- Improved hiring manager response rates by 43%
- Designed a process that would then be replicated by the client's global team

## CLIENT OVERVIEW

Our client is a leading global financial services firm, delivering their services from over 900 offices in over 50 countries.

## BACKGROUND

Allegis Global Solutions (AGS) was delivering an end-to-end RPO solution to our client, with a team of 40 onsite recruiters and support staff. During the course of the AGS programme, our client set a key global objective to drive hiring manager responses to their hiring e-surveys to 25% from the existing level of 13%.

## SOLUTION AND IMPLEMENTATION

AGS worked in partnership with our client to drive response rates, not only for hiring managers in support of their global objective, but also for candidates. Hiring managers had an existing response rate of 13%, and candidates had a response rate of 15%.

AGS reviewed the candidate and hiring manager e-survey feedback process and identified a number of issues:

- Very generic survey, focussing on the entire process rather than breaking down into HR or recruiting processes
- Surveys were not being distributed for completion until 2-4 weeks after the candidate had started their new position
- Lack of any internal follow up once the surveys had been issued

AGS took a disciplined approach to managing the candidate and hiring manager experience surveys:

- Generated a weekly report to identify who had been sent the survey to complete and to track response data
- Using the weekly report, we chased the respondent daily, until the two-week response window had closed, to improve participation rates
- Worked in partnership with our client to streamline the candidate and hiring manager surveys to focus on the recruitment elements to fully understand their hiring experiences

The AGS process and report was replicated globally as the client was unable to replicate our significantly improved candidate and hiring manager response rate outside of their EMEA business.

AGS was also keen to have an impact on the hiring manager and candidate experience results, not just the response rates. To help improve satisfaction at every stage of the process we introduced our improved, unique operating model, now known as the AGS Way.

## THE AGS WAY

The success we have achieved for this client is attributable to the principles and approach of our unique, improved operating model, **The AGS Way**.

The AGS Way is our philosophy about people, technology, high quality people interactions and being a talent advisor. It has been designed to improve all programme touch points with hiring managers and, more importantly, the candidates. At every stage of the process we enhance our client's brand message to engage the very best candidates.

We look at each stage of the recruitment process to improve effectiveness, consistency and, therefore, the quality of hire:

- High touch hiring manager engagement
- Genuine knowledge of the client and the industry
- Highly consultative and collaborative approach

**ACHIEVED OVER  
95% SATISFACTION**



**IMPROVED  
HIRING  
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RESPONSE  
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43%**

## RESULTS

Over the time AGS supported our client with this global objective we achieved the following:

- Hiring manager survey response rate of 50% - an improvement of 43% over two years, and double the target the client had set
- Candidate survey response rate of 69%
- The AGS process replicated and implemented globally by our client's HR leadership
- Hiring manager satisfaction results of over 95%
- Candidate satisfaction results of over 95%



## ABOUT ALLEGIS GLOBAL SOLUTIONS

Allegis Global Solutions is founded on a culture that is passionate about transforming the way the world acquires talent by delivering client-focused solutions that make a difference for businesses worldwide.