

CASE STUDY



Epilepsy Society

Medical Research Charity

The client

Epilepsy Society is the UK's leading epilepsy medical research charity. Its vision is a future where epilepsy will be treated effectively, cured and ultimately prevented. Through cutting edge research, specialist medical



We found it very easy to use from the outset, and minimal training was required.

LISA HEWERD
RESOURCING MANAGER
EPILEPSY SOCIETY

services and expert care, the charity works for everyone affected by epilepsy across the UK and beyond. Epilepsy Society's three way partnership with University College London Hospital and University College London means it brings together charity, NHS and academia on one site. This collaboration means that all research is informed and inspired directly by people with epilepsy - whether through the input of NHS patient in clinics based at Chalfont in Buckinghamshire or the work the charity does to directly support and engage people affected by epilepsy. This close link between research and people with epilepsy provides a strong catalyst for the development of translational research into epilepsy.

The problem

The society employs around 450 permanent staff and around a further 200 temporary staff. It recruits staff at all levels, from nursing care and medical and pharmaceutical staff to fundraising, administrative and casual workers.

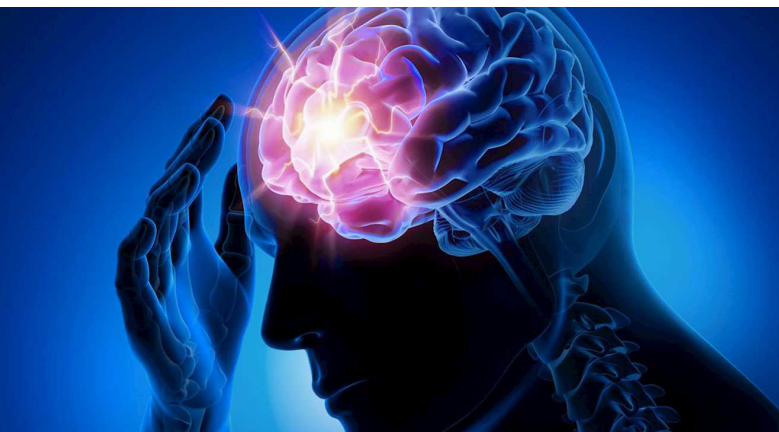
Lisa Heward, Resourcing Manager, Epilepsy Society, said that some years ago the organisation decided to see if there was a way to improve the way they were recruiting and cut down on the administrative time and the costs involved. The Society felt that by reducing time spent on administrative tasks it would be able to free up its employees to undertake work that would really contribute to the aims of the organisation, and so asked its HR staff to find a more streamlined and time-effective recruitment system.

At the time, jobs were advertised on the Society's website, or in newspapers, specialist journals or in online media. Applications were sent in on paper and the process was entirely manual - applications were sorted, photocopied and sent out to recruiting managers to shortlist and candidates were contacted via letter or a phone call either to invite them to interview and perhaps also to offer them a job or to reject them.





The solution



At any one time the charity is generally looking for a mixture of people from a range of backgrounds, from fundraising to pharmacy staff, including permanent and temporary roles. The recruitment is undertaken both to replace those that leave but also for newly created roles as the organisation expands. "Recruiting care staff can be particularly challenging," said Lisa.

The result

All applications are now received into the system and the managers log in to view them and shortlist the applicants they would like to meet, who are then invited through the system to attend an interview. The HR department can see instantly what stage the application of any individual is at including when managers last logged in.

When asked to summarise the benefits of the system, Lisa said, “We now have a more streamlined process, including easier shortlisting, reduction in photocopying and administrative time spent in collating paperwork for recruiting managers. We have also definitely reduced advertising costs.”

We also asked what her reaction would be if someone said they were going to take the system away. Lisa replied "Give it back immediately – we couldn't cope without it!"