

CASE STUDY

stonbury

Stonbury Ltd

The client

Stonbury is a specialist contractor to the water industry, operating from 4 regional offices; they currently hold contracts with 11 of the UK's largest water companies, covering over 75% of the UK.



Currently employing around 280 people and recruiting over 50 people a year, across a range of departments including site operatives and project workers, Stonbury needed to find a solution that would help them to retain and engage potential new employees.

They came on board with Vacancy Filler in 2017 and have been using the ATS (Applicant Tracking System) to its full advantage to manage their applications; they have recently upgraded their package to include the Candidate Onboarding module. At the beginning of the year, 2018, we spoke with Stonbury to understand what problems they were facing before they implemented the Onboarding module and their story is an interesting one.

The problem

Managing new starter information was becoming problematic, with HR trying to keep all printed candidate data confidential, scanning paper-based forms to send to payroll, and chasing candidates over any discrepancies, their time was being consumed. Not only was it costing the team in time, but it was physically costing them as well. Each new starter required a printed 'new starter' pack to be sent in the post and, if the deadline was missed by Stonbury, they risked the candidate incurring a charge from Royal Mail to receive the package. Each new hire was looking at a minimum of a two-week waiting period before they could even start work, even if they were available immediately. Loraine Thomas, HR Manager for Stonbury, decided that it was time to take control of their Onboarding process. She was aware that the candidate experience was great at the beginning of the hiring process, but the quality experience suddenly dropped off once they had accepted the job offer; Loraine believed that this was putting their reputation on the line.





The solution

Loraine added: "After speaking with Vacancy Filler, it became very obvious that we would benefit from purchasing the Candidate Onboarding module. Our current process with Vacancy Filler's ATS has proved to be perfect for us, and it made sense to implement other modules that integrate with each other to create a truly, end-to-end recruitment process."



Stonbury has already seen massive success from using the Candidate Onboarding module. Since the 1st March 2018, they have onboarded over 30 new starters, which is nearly double the amount they could onboard prior to having this module, and they have saved over 30 hours of admin time in less than 3 months.

Adrian Young, Talent Acquisition Specialist for Stonbury, said "We offered a position to a candidate on a Friday and he started the following Monday. This simply wasn't possible before!"

Job offers and candidate rejections are now made automatically through the system, as are employment terms and conditions and requests for additional information from the candidate. The system tracks when job offers are made to a candidate, and hiring managers and HR teams can see, at a glance, exactly where they are in the process with each applicant.

The result

Alongside this, Vacancy Filler's Candidate Onboarding module includes a branded app that new hires can download before their start date, and be kept in the loop by their soon-to-be manager, or communicate and start forming relationships with their soon-to-be colleagues. Engagement is extremely important during the recruitment process, but especially from the point of job offer as this is when organisations are most at risk of losing potential employees to competitors.

Loraine's goal is to make Stonbury a remarkable place to work and to make it onto the list of the 'Top 100 Companies to Work For' but she knew that in order to do this, they needed to keep people interested from the point of job offer and beyond, whilst engaging candidates and getting them to buy into the values that Stonbury lives by. Loraine said "I just wanted the process to be quicker and slicker. Saving time was a big thing for me, as well as ensuring we matched the approach we take to other aspects of the business, which means being forward-thinking and using digital solutions."

Stonbury has a piece of work in development called 'Stonbury World' which digitises all paper processes and Loraine believes that Vacancy Filler will sit quite nicely inside the project as it aligns well with what they're hoping to achieve in the business overall.



We are very proud. New starters are genuinely impressed and they comment on the professional, modern, and state-of-art approach that we take to recruitment!

LORAIN THOMAS
HR MANAGER
STONBURY