

Northern Ireland Councils



How Northern Ireland Councils have saved
almost £1,000,000 on their temporary staffing
by utilising a greater local marketplace



Introduction

A Neutral Vendor model is designed specifically for buying in the modern economy that has a proven record of delivering more for less. By releasing roles neutrally on a level playing field to recruitment agencies, you create competition - allowing you to always source the best candidates.

Compared to the master vendor approach which involves working with a sole agency to manage your recruitment, a neutral vendor approach will ensure effectiveness and efficiency allowing you to open up and engage with a greater number of agencies.



What is a Neutral Vendor Managed Service?

A 'true' Neutral Vendor Managed Service is an unbiased provider of temporary staff. Instead of filling roles directly themselves, they manage supply chains of local SMEs and global agencies - giving them fair access to opportunities on a level playing field.



What does using a Neutral Vendor model mean?

- Gain access to a supply chain of agencies using a range of resourcing tools and mediums
- Use our market-leading end-to-end procurement system - CR.Net
- Have the ability to release roles in 2 to 4 minutes and automatic shortlisting of candidates
- One point of contact with a local dedicated Account Manager
- 100% compliance through pre-employment checks on CR.Net
- No initial outlay and our managed service reduces spend on average by 11% year-on-year



How have Councils across Northern Ireland benefited from our model?

Since partnering with Newry, Mourne and Down District Council in 2018, we are now working with Belfast City Council as well as Lisburn and Castlereagh City Council. We help them benefit from:

- Using local SMEs, with over 20 on pre-agreed terms
- Filling 89% of roles from Local SMEs.
- Backing of 2,500 other global agencies if needed
- Drive savings of almost £1,000,000 on staffing costs
- Introduced clear and transparent MI reporting
- Provided 100% complaint processes
- Full control and visibility of spend
- Local Business Account Management, with 24/7 support when needed



How have we helped Councils achieve these figures?

The largest benefit from moving to a Neutral Vendor model is that it introduces fair, open, and transparent competition into the marketplace. The result is a supply chain that, in the knowledge, they have fair access to buyer's requirements which is keen to put forward the best candidate for mutual benefit.

By competing with one another on an open and transparent field, prices more accurately reflect the true value of each candidate's skills and expertise.



What are the biggest challenges we have helped them overcome?

Fulfilment and Quality issues

It is no secret that Master Vendor arrangements cannot deliver the same high fulfilment rates of a neutral approach – particularly when it comes to harder to fill areas. No single supplier in the world, no matter how large, has the number of candidates on its books to compete with the number a Neutral Vendor supply chain can provide.

To combat this, we have been working with our clients' existing supply chains by opening opportunities to an ever-growing list of local SMEs across Northern Ireland, and, when needed, utilising our global supply chain of over 2,500 agencies.

For Newry, Mourne and Down Council, Belfast City Council and Lisburn and Castlereagh City Council, the local competition has been fantastic for fulfilment with over 89% of Council's roles being filled by local SMEs. We also partner with a range of global agencies who have been called on for harder to fill roles.

Local Account Management and supporting local businesses

From our experience of converting customers from Master Vendor models, agency-led approaches mean recruiters are heavily involved in the process and supporting hiring managers.

Our clients across Northern Ireland receive one point of contact, whose focus is on neutrally streamlining the process, supporting the day-to-day running of the contract as well as strategically supporting clients to ensure they are always getting the best value. This benefits both hiring managers when they have issues, as well as suppliers when they have questions.

On top of that, we have 24/7 support available from our Account Management team who can be contacted via calls, emails and chat function on CR.Net.



The Neutral Vendor process

1. Organisation/Business Manager will realise the need for an interim/temporary member of staff to fill a role.
2. The order will be entered into CR.Net with details regarding duration, job spec, rates etc. Once this goes live, it will be open for the specified supply chain to access.
3. The suppliers/agencies will submit their best candidates onto the order - answering skills questions and uploading pre-employment checks in the process.
4. When the order has past its closing date, the candidates that have been submitted will be automatically shortlisted in CR.Net relating to the score provided from the skills/qualifications questions (this allows the manager to choose the best candidate available).
5. Matrix SCM Compliance and Safeguarding Officer will complete pre-employment checks on the chosen candidate.
6. Interim commences work placement and timesheets will be uploaded by the candidate regarding the hours they have worked (these will be approved by managers at the end of each week or month).



How can a Neutral Vendor model benefit your organisation?

We can run a free discovery conversation where we can talk through your process, options and help review how a Neutral Vendor model can help you meet your organisational goals.

