



The HR Manager at TalkTalk contacted **acs** to discuss supporting her with an urgent project within the call centre based in Northampton Town Centre. The project required up to 100 experienced call centre staff to be recruited for their retentions department.

Three weeks' notice was provided for the start of this project which would provide staggered start dates accommodating 20 staff each Monday and Wednesday until the 100 staffing mark was provided.

industry and size

New technological business, 15 employees.

challenge

To supply 100 call centre staff required for major project. Three weeks notice to supply on staggered start dates.

“I have worked with Hellie Baxter on recruitment requirements for TalkTalk Group Plc, over a period of approximately 8 years. The length of this relationship should tell you that we have always found the service to be exceptional in that we have not needed to seek an alternative or additional supplier. Hellie and her team make a point of understanding her clients business and role needs which enhances the quality of the recruitment process and most importantly the fit of candidates supplied.



Hellie personally takes ownership of projects and is determined that the client's needs are not just met but excelled, where challenges have arisen these have always been faced head on and resolved more than acceptably. It is unusual that a business to business relationship such as this will remain over such a long period of time, but the high quality of services, personal interest in business requirements and a tenacious ability to fulfil the contract are why this has been such a successful relationship.”

Dawn George
HR Manager

The project was to last for 3 months some of which were going to be recruited on a permanent basis following completion of their temp to perm periods. Hellie continued to recruit for the project which in turn lasted 12 months with regular inductions and recruitment drives.

The success of this relied on our ability to recruit, select and screen candidates on mass, manage the induction and training process while allocating staff to shifts which consisted of covering the office hours. 8am -8pm 7 days per week.