



STAFFING MATCH

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WHY STAFFING MATCH?

We help our candidates to get the best out of their careers and develop skilled, quality temporary workers and permanent applicants who have been carefully selected and trained to the most exacting standards. By doing this we have carved out a professional reputation and developed a high profile 'brand' in our specialist market sector, which has enabled us to continue to attract top talent and provide our clients with a dynamic and efficient labour pool.

Our success in retail & aviation, logistics, food manufacturing, contact centre and technical/engineering sectors, has seen Staffing Match grow dramatically within our current clients as a direct result.

Additionally Staffing Match has continued to forge ahead and have been invited to engage with numerous Blue Chip clients due to our innovation and determination that we offer to our sector.

Staffing Match have increased market share and achieved increased profitability by offering clients a pro-active, timely and 'quality guaranteed' service.

Our mission is simply to be 'best in class'.

WHAT CAN WE OFFER YOU?

Staffing Match are class leading suppliers of temporary and permanent workers. We service a whole host of industries, providing staff to the following sectors:

Industrial

Driving

Managed Services

Manufacturing

Senior Positions

Call Centre



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SOME OF OUR CLIENTS



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Industrial

Industrial is our core recruitment division, across the UK and Germany. We assist logistics, food and manufacturing clients with the best of the best candidate pool, to ensure our partner clients working needs are met above and beyond expectations

DYNAMIC

Innovation, speed of response and clear and open lines of communication are key elements of Staffing Match's own 'brand' of client service.

The company has systems and processes in place which ensure information flows freely between itself, the client and the workforce, since clear and concise communication has an immeasurable effect on the day to day efficiencies which the company strives to achieve.

Staffing Match maintains a bold commitment to surpass all client expectations and motivates staff via a range of initiatives such as 'Highest Performer Award', 'Worker of the Week', performance related bonuses and other internal events and incentives



"Highest Performer Award"

"Worker of the Week"

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MOTIVATION LEADS TO PRODUCTIVITY

Our view is that a knowledgeable and highly motivated workforce has a major impact on productivity, and ultimately client satisfaction. In addition, market leading standards in compliance, training, and monitoring and evaluation ensure that the company always has its 'finger on the pulse' and by listening to and acting upon client feedback is able to react rapidly to any given issue.

"The level of staff Staffing Match supply is always of a high standard, and we no longer have the attrition issues we had when using several agencies. Staffing Match have an unrivalled approach!"

General Manager, London Workwear

OUR ADVANTAGES

COST EFFECTIVE

We have increased market share and achieved increased profitability by offering clients a pro-active, timely and 'quality guaranteed' service which provides them with the cost efficiencies they need

INNOVATIVE

We invest in and maximise on technological innovation, such as the latest bio-metric finger print signing in system

TRAINING FOCUSED

We help our candidates to get the best out of their careers and develop skilled, quality temporary workers who have been carefully selected and trained to the most exacting standards

DIVERSITY

Our diverse approach ensures that the company recruits and trains a workforce which meets clients' needs

BEST PRACTICE

By setting industry leading benchmarks, we continue to attract top talent and provide our clients with a dynamic and efficient labour pool

RESULTS DRIVEN

We don't just talk, we can show you hard facts about our overall business. Not many companies can shout out and say they have achieved a 99.6% industrial fulfilment success rate!



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Driving

Staffing Match has a dedicated driving division which specialises in the supply of professional contract, temporary and permanent HGV and non HGV drivers to some of the country's most prominent logistics operations, as well as working extensively with smaller local businesses

Our experienced team of driving consultants have the operational expertise and market sector knowledge to ensure we deliver compliant and effective recruitment solutions to continually meet the needs of our clients

Staffing Match's technological innovation continued with the introduction of an on-site bio-metric fingerprint signing in system which all drivers must use daily. The data entered can be gathered into 'exception' reports which accurately monitor the punctuality of each driver and highlight costs for each day, week and month.

Data from the transport management software and the fingerprint bio-metric system have been centralised into a state of the art online dashboard monitoring system. Clients can now access KPI information anywhere in the world and organise it into a broad range of graphs for comparison.

Other measures introduced include extensive KPI reports which are unique in the industry. These cover critical performance data such as fuel performance, booking times, attrition, attendance, productivity, accidents etc.

Any problems highlighted by the KPI reports are remedied with training provided by its dedicated training division e.g. SAFED (Safe and Fuel Efficient Driving), Manual Handling, etc. It is this meticulous approach to monitoring and performance which sets the company apart from its predecessors at the site and industry rivals.

Staffing Match are now an accredited CPC training centre, allowing us to continually develop our drivers skill bases. This training is extended to each of our client also.

"...it's very refreshing to see a personal touch in these days of faceless emails and instant messaging. Staffing Match are a standout agency!"

DHL Express



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Managed Services

ONSITE SOLUTIONS

Staffing Match has vast experience in operating efficient on-site management, to ensure we are the best solutions provider for our clients. We can offer an end to end recruitment solution, covering selection and screening, induction training, operational planning, forecasting, absence and performance management. We use a biometric payroll system to give a seamless payroll process to point of invoice.

DEDICATED AND EXPERIENCED MANAGEMENT TEAM

At Staffing Match we acknowledge how difficult it can be to source large numbers of quality, temporary staff at very short notice. Our hands on approach means that you will never be left on your own in tense situations.

As our brand partner at Staffing Match, we are committed in providing you with an experienced management team based at your location to help support and fulfil all your workforce recruitment needs.

This dedicated service ensures that we are able to fully support you at every stage of your recruitment process and ensure all your needs are catered for.

This approach allows us to manage your account on a 24/7 basis – even during and after our workers' shifts have finished.

This seamless process will give you 100% satisfaction.

"We moved to a master vendor/sole supplier solution, and after a robust and extensive tender process we picked Staffing Match, this primarily based on their passion, enthusiasm and an unparalleled track record in truly partnering large logistics organisations.

Some 12 months on I can say with confidence we have had benefited from 99% plus fulfilment through some extremely challenging operational periods. On site management of several hundred temporary warehouse and driving colleagues, where Staffing Match ensured high engagement and retention, coupled by high standards of invoice control."

Supply Chain & Logistics Director, Steinhoff



CASE STUDY

Our relationship with our clients is core to our business model. We pride ourselves in providing a bespoke service to each individual client and not an off the shelf solution. We were approached by a client as they were going into peak last year and asked to replace the existing agency as they had fulfilment issues. This case study shows our process.

Start Supply

With 7 other agencies supplying, We started our campaign with an initial requirement of 96 staff. Planned Temp – Temp transfer, due to illegal workers not possible, therefore new staff introduced



July
2016

Aug

Sept

Oct

Nov

Dec

On-Site

As requirements picked up, Staffing Match move into their On-Site office and begin implementation of a dedicated on-site team.



Improvements

We collaborate with client's finance teams to ensure all PO and invoice requirements are met. uAttend CRM solution software and T&A implemented to ensure workers are charged accurately



Sole Supplier

With the drop in requirements, we seized the opportunity to become sole suppliers, opening a branch in Coventry to support future demand



Stepping-Up

With requirements building, we opened a Leicester branch to support uplift. T&A system installed to help resolve payroll queries. A new requirement from the client, our Transport service is now introduced.



Delivering Peak

We deliver a great peak with 100% fulfilment in December and supplying up to 200 heads as a sole supplier. Utilised second tier support with Staffing Match offices – Coventry and Leicester



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Permanent

For each permanent assignment, our consultants will work with our clients to understand the company's organisational structure, objectives and culture, as well as the detailed objectives, duties and outcomes associated with the position. We will align our process and timescales with the clients to provide a seamless recruitment process. We are proven, not only to consistently meet our client's requirements but more often than not, exceed them.

OUR PROCESS.

A proven recruitment process to ensure successful results for permanent positions

Detailed job description taken with a full understanding of the clients recruitment process and timescale

1.

2.

Search of available candidates

Advertising on all major job boards

3.

4.

Pre-screen of suitable candidate and documentation checks

Thorough interview in person via Skype or telephone

5.

6.

Final selection of candidates put forward to client for interview

Best candidate selected and job offer agreed

7.

8.

Candidate commences employment

9.

Follow up checks made 3, 7 and 11 weeks



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CLASS LEADING CONSULTANTS.

Our consultants have worked with numerous high profile clients.



"One of the best things about Staffing Match is their dedication to us, they truly see us as partners rather than just a client."

**General Manager,
Oak Furniture Land**

This breadth of experience ensures our market knowledge can add value to the recruitment process. Clients and candidates are matched not just on skills but many other factors to get the right person for the job.

OUR SERVICES.



Call Centre

Call centres are a valued part of the Staffing Match portfolio. Working closely with some of the UK's largest customer service centres, we have developed strong partnerships by being adaptable to the clients needs. Due to clients needs constantly changing, by working in close partnership we can ensure the right staff are at the right place at the right time.



Technical

Through our teams knowledge of engineering and technical recruitment and associated industries Staffing Match is able to source the best available candidates on for engineering and technical roles. Our detailed approach and understanding of our client and their needs enables to get the right match first time.



Food Production

Food manufacturing has been at the heart of Staffing Match from when we first started and continues to still be a major part of our business. Working closely with some of the UK's best known food manufacturers, supplying high quality products into supermarkets, restaurants and airports. We have developed strong partnerships by being adaptable to the clients needs that are constantly fluctuating, and ensuring the right calibre of staff are presented at the right place at the right time.



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Call Centre

Call centres are a valued part of the Staffing Match portfolio. Due to constant fluctuations in business levels we can ensure the right staff are in the right place at the right time by working in close partnership with our client. Due to needs constantly changing, by working in close partnership we can ensure the right staff are at the right place at the right time.

ROBUST PROCESS.

Staffing Match's recruitment practices allow us to offer our clients a detailed search, selection and induction process. This higher standard of selection gives a greater satisfaction to the employee leading to greater productivity and retention.

All clients have a dedicated Account Manager to project manage and support their recruitment needs.

We offer around the clock service allowing Staffing Match to meet the short lead times given to us by our clients. Ensuring the required recruitment solution first time, every time.

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Our services include recruiting in to the following sectors:

- ▶ **Inbound & Outbound sales**
- ▶ **Customer Service**
- ▶ **Complaints handling**
- ▶ **Business outsourcing**

Full background checks are completed for staff working at sites involved in aviation or allied industries.

OUR ASSURANCE.

Customer satisfaction, average hold time and first call resolution are all key parts of our selection process. While recruiting candidates we focus on getting a match to the role and the client.



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Engineering Technical

We are able to source the best available candidates in the market place due to our experience of engineering, in depth understanding of our clients' needs, knowledge of employment market conditions and recruitment process. We are confident through our rigorous selection process we will ensure only suitable candidates are shortlisted leading to an employee that fits both the role and your company.

INNOVATION.

Our recruitment strategies allow us to deliver industry leading results for each our clients, whilst our competitors fall by the wayside.

Accuracy and professional are core values as we guide applicants through the recruitment process giving them and our clients the best desired end result.

We advertise on all the major job boards. And through our database of qualified candidates we are in contact with many staff that are new to market.



Our 24/7 dedicated recruitment teams are in contact with potential applicants at times suitable for them.

All clients have a dedicated consultant who will build further on their engineering and client knowledge to ensure a match.

We offer 24 hour management and regular review meetings which support our clients operations. Our proven systems are adapted to deliver the best results to our clients needs.

Testing and assessment of our staff ensures their ability to learn the client processes and add value as soon as possible. All employees are selected based on their skills and ability to immediately add value to the clients operation.



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Food Manufacturing

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CLASS LEADERS.

Staffing Match lead the way in terms of food hygiene and awareness, ensuring all necessary best practices are the main stay of all induction and recruitment processes. Our primary focus is to support our clients production needs and enhance performance in a compliant and transparent manner.

All new site wins and existing contracts have a dedicated consultant to project manage the implementation and deliver continuous improvement on existing sites. We offer 24 hour management and regular review meetings which support our clients operations. Staffing Match's proven methodology is adapted to deliver the best results to surpass our clients expectations.



Full background checks are completed for staff working at sites involved in aviation or allied industries

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Staffing Match use focus groups and employee surgeries to support and develop our employees. This also allows us to feedback to the clients and evolve our staff welfare program.

Testing and assessment of our staff, to a CIEH level, ensures their ability to learn the client processes and add value as soon as possible.



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