



## HOME OFFICE

### *Case Study*

"To date we have been extremely pleased with NRG Connect's professional service levels and constructive solutions. Their communications with the HR department and with the Croydon Offices has created a good partnership." Lisa Grogan, HR Department, Bootle

### **The Organisation**

The Home Office is the government department responsible for internal affairs in England and Wales. It is the job of the Passport and Immigration Office in Croydon to regulate entry to, and settlement in the UK. It is essential that the staff of this department are available to provide a professional service with careful attention to detail and customer focus.

### **The Business Requirement**

An increase of both counter and telephone staff are required to ensure service level delivery remains at a good standard. NRG Connect have been contracted to carry out this recruitment over two campaigns, one to be completed end of March 2006, the other by end of May 2006.

### **The Solution**

NRG Connect have appointed a dedicated project manager and team, who, following detailed diagnostic meetings with the departments, have planned the attraction and advertising strategy, designed and trialled the recruitment process.

A dedicated website [www.nrgplc.com/homeoffice](http://www.nrgplc.com/homeoffice) facilitates on line application and provides further information about the positions and guidance for what to expect throughout the recruitment process. As at end February 2006 there have been over 3500 expressions of interest on-line and over the telephone, with over 1200 returns. These are currently being sifted, and evidence good calibre multi-skilled candidates from a very diverse background. Assessments and interviews are planned for early March and a successful outcome is expected. For the second campaign attraction and advertising commences mid March with updates on the website at that time.