



University of Durham *Case Study*

The Company

The University of Durham was founded in 1832. It developed in Durham and Newcastle until 1963 when the independent University of Newcastle upon Tyne came into being. The University of Durham is a collegiate and is located in the city of Durham and the nearby town of Stockton. The colleges are not teaching bodies, nor are they purely residential, typically they provide a centre for students “sporting, social and residential activities”.

The University of Durham, Queen’s Campus, Stockton opened in 1992. Over 1200 full time students are now studying in purpose built accommodation 23 miles south of Durham, on the banks of the river Tees. The campus has a particular mission to widen participation and has developed a range of vocationally orientated interdisciplinary programmes.

Business Requirements

Temporary Recruitment

NRG Group has supplied temporary agency staff (clerical and administration) since June 2000. The University requirements vary from secretaries, administrators and switchboard operators, covering all office positions within a range of departments across both the Durham and Stockton campuses. Temporary staff are used to cover holidays, peaks in workload, sickness cover and also to cover vacant posts whilst recruiting internally.

Our aim was to fulfil 100% temporary requirements within agreed timescales. This was achieved by skill assessments and training on our Fastpath test programme and ensuring all candidates followed NRG’s full registration and induction process.

An Account Manager was appointed to become the first point of contact for candidates and clients. Responsibilities included regular site visits and provision of monthly management information to the University HR department and Procurement Office. NRG were able to build on their efficient service to the University by banking candidates for future requirements.

Executive Search and Selection

NRG have successfully won a number of competitive tendering exercises for senior permanent appointments with the University. This includes such appointments as Director and Deputy of ITS, Director and Deputy of Estates and Head of Finance and Head of Business Support. In addition we have delivered assessment centre design and training of in house staff as assessors. We have also delivered Assessment Centres related to the internal appointment of faculty heads.

Business Benefits

NRG Group work in partnership with University of Durham, ensuring excellent service and quality of both permanent and temporary staff at all times. At the end of a three year contract NRG Group successfully competed in open tender and were awarded a further three year contract from August 2003 until July 2006.

“We are extremely happy with the partnership that the University of Durham and NRG have achieved over the contract period and we look forward to working with NRG in the future”,

Quote from University of Durham Procurement Office.