



University of Huddersfield *Case Study*

The Company

University of Huddersfield is a dynamic and expanding institution in a thriving West Yorkshire town. The University has a friendly reputation, an excellent graduate employment record and a high level of student support. Students come from all the UK and over 60 countries worldwide.

The Business Requirements

In common with all Universities, the University have significant requirements for temporary staff, the requirements varying across the academic year. In 2002 it was decided that in order to improve the management of this spend they wanted to select an agency who could offer total solutions to their temporary recruitment needs and to address the primary need – that of monitoring temporary recruitment spend across all departments.

The NRG Group Solution

NRG Group were selected as sole supplier for the service for a period of 5 years. The service includes the delivery of

- Administrative staff including librarians, secretarial and reception
- IT
- Catering and cleaning
- Finance including cashiers and accounting clerks

NRG have a dedicated account manager who is responsible for managing this contract. We work to a clearly defined Service Agreement covering suitability of staff, delivery targets of 24 hours, attendance and timekeeping of temps, invoice queries and number of complaints.

NRG's initial key challenges were to map out departments who historically have used many different agencies to provide their temp workers, then to gain detailed understanding of 'best fit of each department' to work towards 100% delivery for all temporary assignments.

Monthly review meetings are held between NRG & University of Huddersfield to review this contract and to proactively plan ahead for large recruitment campaigns. The University hold annual supplier reviews with its major contractors and following NRG's review the University were pleased with the services provided by the NRG Group.

Business Benefits

The University is now confident of better control of the temporary workforce numbers and was able to make savings in the first year of operations under NRG. They also have a single point of contact and accountability which has reduced contract management and administrative time.