



Project in Profile: The Reliance Group

Reliance Group UK employs over 13,000 people and has a turnover in excess of £382 million. We have been working with the Reliance Group to support them in modernising and e-enabling their end to end approach to recruiting people into the 4 different divisions of their group business.

To deliver a robust Project Management methodology, business case and approach to this piece of work, one of the Ghost Directors has been working very closely with the Reliance Internal Project Manager and Project Board. This has ensured that the project has been delivered to the agreed scope, timescales, budget and high quality standards expected by all internal/external stakeholders.

In summary, this project has delivered:

- A streamlined, consistent and “one best way” recruitment process across all 4 divisions of the Group business
- The implementation of an online candidate management and applicant tracking system which enables Reliance to drive all of their candidates to apply online. This, along with a revised approach to advertising and the use of recruitment agencies, has not only enhanced the candidate experience and Reliance employer brand, it will also deliver significant cost reduction and time savings for the Reliance Group
- The business case shows that the reduction in overall recruitment costs that will be achieved from implementing this project will be in excess of £250k per annum
- The implementation of a consistent Employer Brand and Corporate Careers website
- A streamlined, consistent recruitment manual toolkit, outlining the new approach to “end to end” recruitment for all HR teams across the 4 divisions of the Group business
- A significantly reduced time to hire, alongside an improved quality of candidates hired, which will drive increased employee retention rates and ultimately enhanced business performance

This project is a great example of where a business has brought a member of the Ghost team in to work closely with the internal project team. A coaching approach was used to ensure delivery of best practice end to end recruitment and that the relevant level of Project Management structure was put in place to guarantee successful project delivery and the provision of tangible, sustainable benefits to the Reliance Group business.