



Datacom case study.

Randstad has been partnering with Datacom nationally since 2013. We have recruited both staffing and specialist roles including Reception, Administration, Executive Assistant, IT, Accounting and Finance, HR and Contact Centre staff.

Most recently, we partnered with Datacom as they were successful in winning multiple contracts to support customers with various types of enquiries for COVID-19.

The recruitment was for both inbound and outbound contact centre staff across QLD, NSW, and VIC.

Our high volume and assessment centre team was engaged to support the rapid upscaling of staff Datacom required to process new customer enquiries for the Ministry of Health in NZ for their COVID-19 Hotline. The initial recruitment commenced on the 23/08/2021.

We formed a project team to deliver to the client's requirements and have successfully filled 300 vacancies to date and 120 roles in Brisbane alone. These candidates commenced in their roles over the course of 3 days 24/08/2021 - 27/08/2021.

proposed solution.

Our proposed solution was to design and create a full-scale virtual assessment centre including the following:

- telephone screening
- telephone role-plays
- online reference checks

the result.

- Project delivery within tight timescales and all roles filled
- A systematic approach across all states
- Ability to scale up and deliver to national requirements
- All candidates checked-in across each state,
- Access to the "best talent"
- Ensuring processes and systems were adhered to
- 300 vacancies filled in a 3 week turnaround