Randstad has a strong history of working with the NSW Government. It's been part of our DNA since we were appointed in 1988.

We promise to offer a responsive, quality service on every recruitment project and provide consistent, open communication and transparency along the way. You receive this with absolute due diligence in all compliance requirements.

Recently, we engaged as an exclusive supplier to recruit over 600 customer-centric employees both internal and external to NSW Government, working in Service NSW Centres in metropolitan and regional locations.

We have also exclusively supported the Newcastle Contact Centre for Customer Service Representatives.

randstad

service NSW

solution

Randstad appointed a dedicated project team to work collaboratively with Service NSW, stakeholders and candidates throughout the recruitment process. Randstad applied thorough project management to ensure time frames and deadlines were met as agreed along with a diligent quality process to provide a high calibre standard of candidates.

challenges

Randstad was required to comply with all government, industrial and legislative requirements throughout the recruitment process to ensure candidates placed had the right capabilities, skills, qualifications, attributes and cultural fit to excel in the position.

result

The project was a success due to processes implemented by Randstad to drive productivity and consistency throughout the project. A number of actions were taken to ensure deadlines and commitments were met within the time frame and legislative requirements. These included regular reviews of the recruitment status, project management updates, assigning a central point of contact through a dedicated project manager, actively attending fortnightly steering meetings and undertaking customer satisfaction surveys throughout, to ensure continuous improvement on the project.

Due to our ongoing relationship and deep understanding of the client's requirements and needs, we completed this project with a 100% fulfilment rate.

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