

Tate Case Study – Russell Group University

YPO | Ref: 1140 | Framework for Managing Recruitment and Resourcing

Tate has sourced some really great candidates since I started working with them. They ensure that the candidates they put forward are suitable and have the relevant experience to carry-out the role we require. The Tate team are friendly and approachable and the communication between them and us has been excellent. Their response time is fast, and they are a very supportive and informative team.

University Hiring Manager



A Russell Group University has achieved significant financial savings and operational efficiencies by implementing a managed service approach for their recruitment and agency staffing requirements.

Background/challenge

With around 7,500 employees across numerous service departments from Procurement, IT and Finance to Estates, Catering and Cleaning, the use of recruitment agencies across the university has been complex and fragmented. Inconsistent spending patterns on staffing arrangements and a large volume of agency staff payments and invoices to

manage meant that the processes for hiring and managing contingent labour were time-consuming and susceptible to human error. This created risks of non-compliance with IR35 regulations and right-to-work checks.

With each faculty and department operating independently, opportunities to manage costs, ensure quality, and leverage economies of scale were being missed. The University identified the need to consolidate and integrate its agency supply chain under one contract, and the requirement to comply with the national procurement regulations was an additional motivator to take a different approach.

Following engagement between the HR, Procurement and Finance departments, the University made the decision to implement a Managed Service. A competitive tender exercise was conducted through Lot 4 of the 1140 Managing Recruitment and Resourcing Framework which provides a compliant route to market for all Higher Education establishments seeking access to a bespoke managed service solution for temporary recruitment.

Tate was awarded as the most economically advantageous tender.

The Journey

As the Managed Service Provider (MSP), Tate's role has been to supply and manage contingent labour and to deliver the following benefits:

- Cost savings from managing & rationalising the existing supply chain.
- A standardised pay and charge schedule.
- Removal of the risk of non-compliance with temporary worker legislation & IR35 regulations.
- Actively vetted and managed supply chain
- Improved staff adherence to procurement and supply processes.
- Improved visibility of spend and quality through centralised management information and data sharing.
- Consolidated invoice process across the supply chain to improve financial control and visibility and reduce costs.
- Implementation of a Vendor Management System (VMS) for end-to-end management of the supply chain.

The contract implementation was complex, involving the introduction of a new hiring process to 11 departments and over 250 hiring managers at a time when recruitment needs were high across the departments. The dedicated Tate Account

Team conducted webinars and meetings, and a new vacancy approval process was also established to ensure cost and quality controls were in place from the outset. To gather feedback, Tate implemented satisfaction surveys for hiring managers and candidates, encouraging the sharing of feedback and ideas for continuous improvements.

The MSP assumes full responsibility for compliance to IR35 and Right-to-Work regulations supported by the implementation of robust systems to manage the process.

Tate engaged with all suppliers interested in joining the supply chain to understand their historical and current relationships, strengths, and niche specialisations. The most suitable suppliers were then selected for a partnership program to support the University's diverse job roles.

In the early stages of the partnership, invoicing was a critical part of the implementation process. Tate collaborated with the University's Accounts Payable team to create a workflow that integrates with their systems, providing hiring managers with visibility over current and projected departmental spending.

Since the go-live, Tate has developed a robust talent pipeline of candidates who are fully compliant and ready to work at the University. This has resulted in quick vacancy fulfilment.

Enhanced and centralised Management Information allows the University to track the number of workers engaged at any given time, monitor engagement costs, and ensure payments align with pay levels. This capability has supported the University in making strategic decisions for effective workforce planning.

The Results

The effectiveness of the technology and staffing expertise of a Managed Service Provider has resulted in improvements year-on-year in cost management, compliance, and overall efficiency.

- Achieved 100% fulfillment of all contingent worker positions, resulting in a £1 million saving over three years, which translates to a 10% annual reduction in agency fees.
- Reduced the time taken to fill vacancies by 24% in the first year.
- Filled 178% more roles in the second year compared to the first year.
- Maintained a very low attrition rate, with less than 2% of flexible workers failing to complete their agreed assignments.
- Achieved a highly effective candidate attraction, engagement, and onboarding strategy, with less than 3% of candidates declining offers to work at the university.



Sabine can help!

This framework agreement is available to all Local Authorities in London.

Sabine Stolwijk

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