

## Rentokil Initial

### Background

Rentokil Initial is one of the largest business services companies in the world, operating in the major economies of Europe, North America, Asia Pacific and Africa. As a result of a recent restructuring, Rentokil Initial closed two operations and merged its Credit function into one central location. To support the transition process Rentokil Initial needed to recruit a contingent team of 25 Credit Controllers.

### The Challenge


- To recruit 25 Credit Controllers to commit to a 6 month minimum contract
- To do so within a 5 week timescale
- To attract high quality candidates
- To save time by assisting in the labour intensive pre screening/interviewing process
- To provide a cost effective solution and maintain confidentiality

### The Solution

Parkside created and implemented a bespoke recruitment solution which allowed Rentokil Initial to concentrate on their core business activity by:

- Assigning an experienced Account Manager to manage the entire process:
- Implement a robust advertising campaign to ensure that the volume levels of candidates were delivered and the candidate diversity was maintained
- Conduct shadowing and benchmarking exercises onsite
- Implement a bespoke assessment and induction programme
- Conduct competency interviews
- Manage a staggered 4 phase 'new starter plan'
- Implement a candidate retention programme including onsite surgeries, personal reviews and a loyalty bonus scheme
- Provide MIS data to comply with agreed SLA

### The Results

- Parkside successfully hired 25 Credit Controllers and Sales Ledger Clerks plus an additional 7 candidates to support the project team within the 5 week lead time
  - 100% retention rate for all temporaries within the specified 6 month period
  - Parkside continues to manage all on-site temporaries at Initial on an on-going project basis
  - Ultimately Parkside allowed Rentokil Initial to concentrate on their key business priorities while managing the entire Recruitment Drive
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