



# Collins McNicholas

## Recruitment & HR Services Group

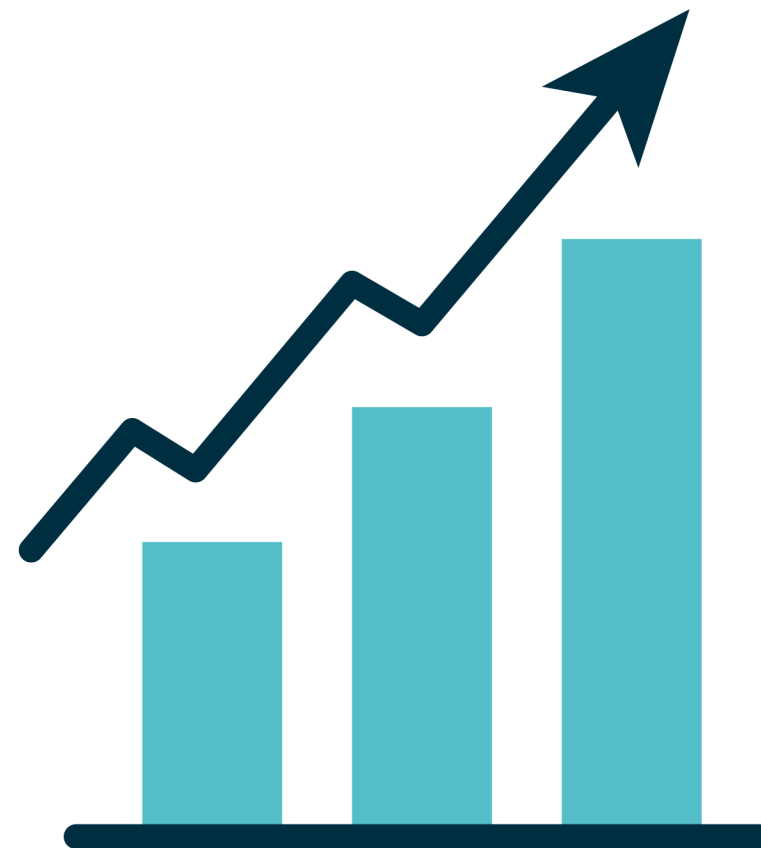
### Talent Partner™

Recruitment Process Outsourcing

**RECRUITMENT PROCESS OUTSOURCING FOR TECHNICAL SUPPORT  
SCIENTISTS**

**CASE STUDY**





## INTRODUCTION

This case study highlights a successful Recruitment Process Outsourcing (RPO) project undertaken for a client seeking to hire 20 Technical Support Scientists initially. The client sought to fill these roles, with a focus on PhD-qualified candidates. Collins McNicholas, as the chosen RPO provider, not only met the original requirements but also adapted to changing demands and expanded the scope of the project over time. This case study illustrates the unique challenges and successes encountered during the 18-month project.





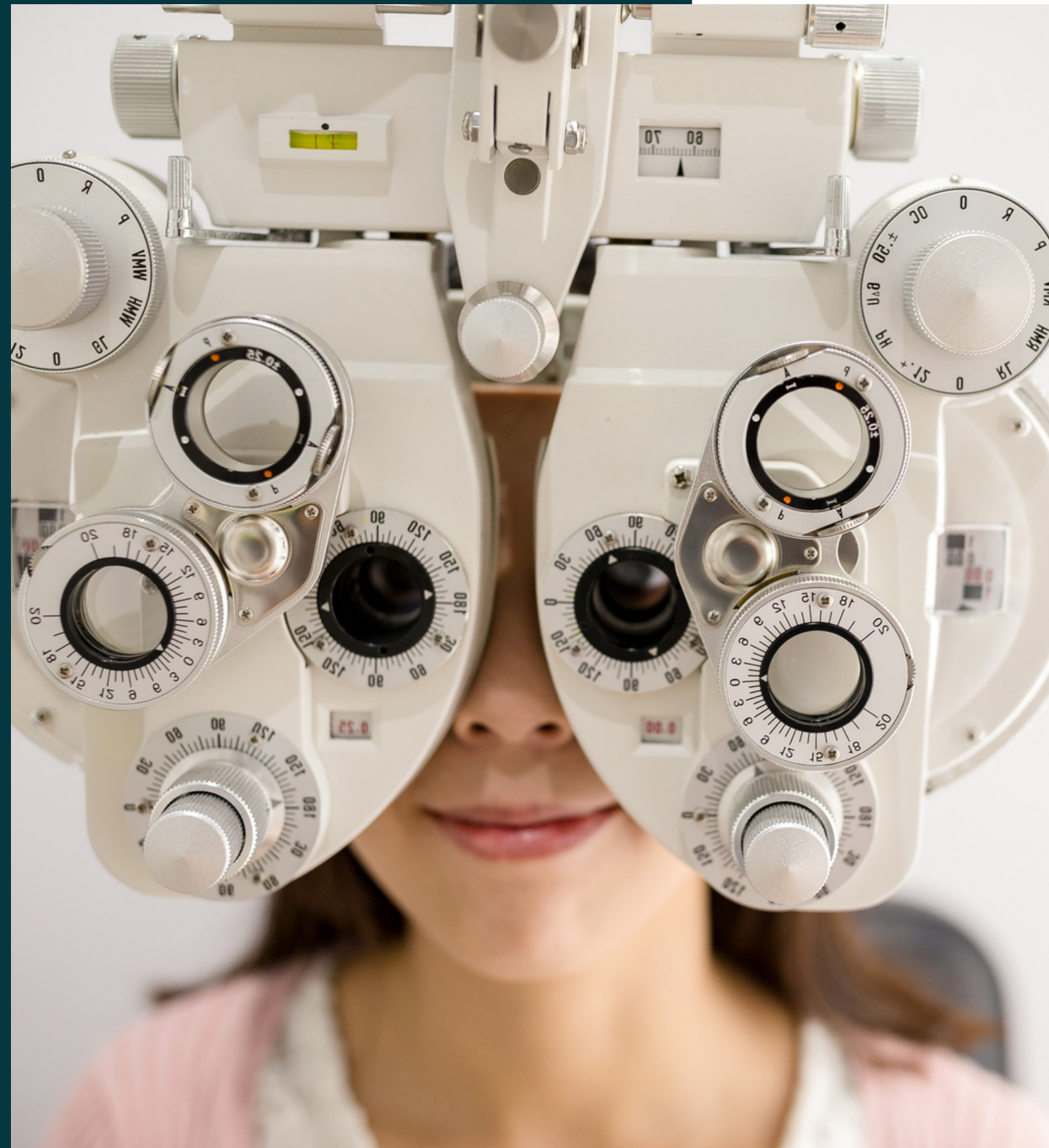
## THE BRIEF

The client's initial request was to recruit **20 Technical Support Scientists** holding **PhD** qualifications in a relevant scientific field within a 3-month timeframe to address the organisation's growing demands.

The task would require Collins McNicholas to gain full access to all the client's Applicant Tracking System while working closely with their Talent Acquisition Team.

Originally planned as a 3-month project, the RPO engagement was extended multiple times, ultimately lasting **18 months**. The extensions reflected the success of the partnership and the trust the client had in Collins McNicholas' ability to deliver results.





## "NARROW AND NICHE RECRUITMENT POOL"

### 5 RECRUITMENT CHALLENGES THE CLIENT FACED

1. **Highly Specialised Roles:** The primary challenge was sourcing within a very niche recruitment pool.
2. **Scaling Up:** As the project evolved from hiring 20 to 50 Technical Support Scientists and expanded into other departments, the recruitment process needed to adapt to the increased volume and diversity of positions.
3. **Large Volume Handling:** Recruiting in volume for highly specialised roles requires a robust recruitment strategy and a streamlined screening and selection process.
4. **Upholding brand image:** Maintaining brand image and ensuring consistent messaging with each candidate throughout the process were among the client's foremost concerns.
5. **E, D & I:** Fostering diversity and inclusion to create a balanced team was also paramount.





## WHAT MADE THIS RECRUITMENT PROCESS UNIQUE?

### "EXTENDED BEYOND CONVENTIONAL RECRUITMENT"

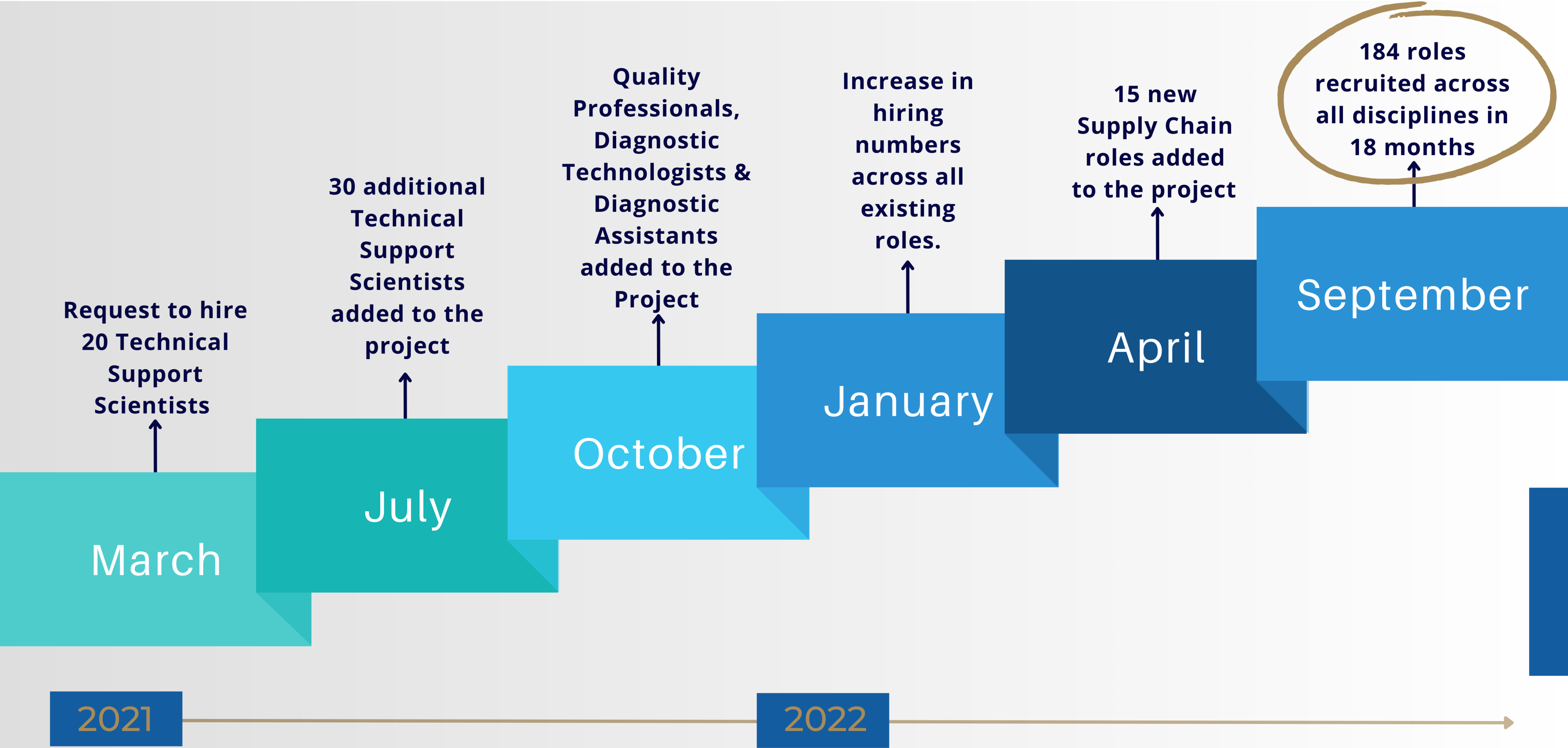
What made this project unique was the comprehensive and **dynamic nature** of the RPO project. Initially tasked with recruiting 20 Technical Support Scientists possessing PhD qualifications, Collins McNicholas' responsibilities extended beyond conventional recruitment tasks.

Collins McNicholas **handled every step in the recruitment process**, from inception to successful integration. This entailed sourcing and rigorous vetting of candidates, conducting interviews, facilitating offer approvals and negotiations, managing onboarding and contracts, and providing ongoing communication with hiring managers.

As the **client's needs evolved and expanded**, the project's scope grew to include the recruitment of **50 Technical Support Scientists** and extended into other areas of the business, such as Quality, Supply Chain, and Operations. This eventually led to a total of 184 candidates being hired.



# RPO PROJECT TIMELINE







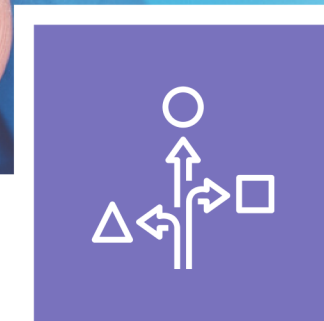
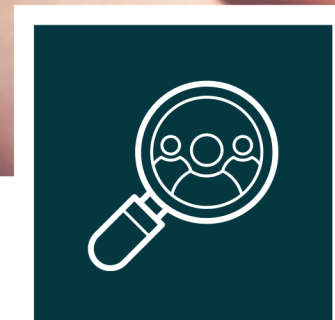
# PROJECT HIRES

ROLES	QUALIFICATION/EXPERIENCE	HIRES
<ul style="list-style-type: none"><li>• Technical Support Scientist</li></ul>	PhD in Science discipline	50
<ul style="list-style-type: none"><li>• Diagnostic Technologist</li></ul>	Science Graduates	16
<ul style="list-style-type: none"><li>• Quality Professional</li></ul>	Science Graduates with a minimum 1 years' experience in a GMP environment	33
<ul style="list-style-type: none"><li>• Diagnostic Assistant</li></ul>	Entry Level roles – ideally with GMP experience	68
<ul style="list-style-type: none"><li>• Supply Chain (Planners)</li></ul>	Graduates with 2/3 years supply chain experience	17

TOTALS

184





## THE RESULTS

The project culminated in the successful **recruitment of 184 candidates**, showcasing Collins McNicholas' capacity to manage large volumes of recruitment efficiently.

This case study demonstrates Collins McNicholas' ability to adapt flexibly to changing recruitment demands and requirements.

The fact that the project was extended multiple times and into other areas on the business showcased the client's confidence in Collins McNicholas' ability.



# Talent Partner™

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