



RPO

CASE STUDY

High-Volume Candidate Sourcing Support for a
UK-Based Staffing Agency

Service: Candidate Sourcing (Recruitment Support)

Engagement Type: Monthly Retainer

Client Type: UK Staffing & Workforce Solutions Firm

Geography: United Kingdom

Hiring Focus: Operations, Support & Entry-to-Mid Level Roles

Hiring Volume: 40-70 roles per month

Client Background

The client is a UK-based staffing agency supplying talent to logistics, retail, customer support, and light operations clients across England.

Key characteristics:

- Volume-driven recruitment business
- Strict client SLAs on candidate submissions
- Roles with fast turnaround expectations
- Heavy reliance on speed and consistency
- Recruiters managing multiple requisitions simultaneously

The Hiring Challenge

The agency faced scaling and execution challenges during peak hiring cycles, including:

- Sudden spikes in requisitions from key accounts
- Recruiters overwhelmed with sourcing and screening tasks
- Inconsistent candidate flow across roles
- Delays in meeting submission SLAs
- Rising cost pressure when adding temporary internal recruiters

This resulted in:

- Missed SLAs with enterprise clients
- Recruiters spending too much time sourcing instead of coordinating interviews
- Reduced margins due to short-term hiring fixes

Objectives

The staffing firm needed a **cost-efficient, scalable sourcing partner** who could:

- Handle high-volume sourcing demands
- Maintain consistent candidate quality
- Support multiple roles in parallel
- Adapt quickly to demand fluctuations
- Work seamlessly within existing agency workflows

Our Approach

Outsure Global was engaged as a **flexible offshore sourcing layer**, supporting the agency's recruiters during both steady-state and peak hiring periods.

Rapid Role Intake & Volume Planning

Instead of deep one-off intakes, we:

- Grouped roles by category (e.g., warehouse ops, customer support)
- Defined baseline qualification criteria
- Agreed on submission volume targets per role type

This enabled:

- Faster ramp-up
- Reduced intake time per requisition

Multi-Channel Sourcing Strategy

We deployed:

- Job board sourcing (Indeed, Reed, CV databases)
- LinkedIn sourcing for supervisory roles
- Resume database mining

Tools & workflows:

- Job boards approved by the agency
- Spreadsheet-based candidate trackers
- Agency ATS (read-only access where applicable)

Initial Screening & Validation

We conducted first-level screening focused on:

- Location and shift availability
- Basic experience match
- Right to work status (UK-specific)
- Immediate joining availability

This ensured:

- Recruiters only reviewed pre-qualified profiles
- Lower rejection rates downstream



Shortlisting & Submission Support

Each shortlist included:

- Candidate CV
- Summary notes (availability, shift preference, constraints)
- Compliance flags (if any)

Delivery cadence:

- Daily submissions during peak cycles
- Weekly roll-ups for steady hiring

Feedback & Throughput Optimization

We worked closely with recruiters to:

- Track submission-to-interview ratios
- Adjust screening filters
- Improve shortlist acceptance rates

Over time, this increased **submission efficiency** per role.

Scope of Work

- High-volume candidate sourcing
- Resume screening and validation
- Shortlist preparation
- ATS / tracker updates
- Weekly sourcing performance summaries

Roles Supported

- Warehouse Associates
- Delivery & Logistics Staff
- Customer Support Executives
- Retail Associates
- Operations Coordinators

Results Achieved (First 60–90 Days)

- **Consistent candidate flow during peak hiring cycles**
- **Improved SLA adherence** for client submissions
- **Reduced recruiter workload** during demand spikes
- **Lower cost compared to temporary internal hires**

The agency was able to:

- Scale hiring operations without increasing fixed overhead
- Maintain service quality during high-demand periods
- Protect margins while meeting client expectations