

## Size Isn't Everything

By far the biggest impact for SME employment businesses over the past 10 years has been the unholy rush by organisations both small and large to offload their temporary staffing to a third party who promises them a staffing nirvana. Just a phone call or a message and the ideal worker lands on your doorstep, on time, looking immaculate and proves to be far more effective at doing the job than any of your permanent staff.

It is obvious that large organisations with seasonal demand need a partner that can source staff in big numbers in a short space of time – Royal Mail and Christmas spring readily to mind – no one agency would have the capacity to meet that need so a vendor with a network of feeder agencies offers an attractive solution. The numbers needed also give the client a huge bargaining leverage.

However, organisations need to look closely at their size and temp staff usage because the blanket approach of many RPOs, MSAs and Neutral Vendors may not deliver what the client wants or needs. Far from being a pana-



cea, committing to using an outsourced service can result in a loss of quality, a reduction in service efficiency and a detrimental effect on core business. The relationship that organisations had with SME suppliers is lost overnight. The understanding that had been established through long standing business partnering is replaced by an online system that in a lot of cases is opaque, even obtuse.

The triple clarion call of 'Contact, Cost and Compliance' that outsourcers trumpet to all their potential customers rings particularly hollow on closer inspection.

The single point of contact often refers to a phone number, not a human being; the significant cost savings promised are achieved by offering smaller suppliers unworkable

margins; compliance, which smaller suppliers have to observe anyway, becomes disproportionately highlighted and labyrinthine in its achievement.

More often than not, a supplier who has been providing temp staff to a client for years is all at once forbidden, on pain of excommunication, from speaking to HR or a hiring manager about the staff that they need. The fit of a temp worker into the client's company culture and ethos becomes secondary; their potential contribution to the workplace becomes irrelevant in such a 'numbers game.' For clients in a service industry, where customer satisfaction is king, this method of hiring seems akin to roulette, and we all know that the casino always wins.

It is incumbent upon companies and organisations to examine how they deal with their peaks and troughs of demand, how they maintain quality levels, how they continue to improve their customer service and how they achieve a value for money solution. Bigger might be more convenient but it will never be better.

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## Does Your CV Hit The Right Chords?

No matter what job you're after, unless your CV stands out from the rest, you are lessening the chances of getting past first base, let alone securing an interview. It can be difficult to know what to include, what to leave out and how to compile a CV that will

grab the reader's attention. If you're unsure whether your current CV is doing you justice, why not drop an email to [don@c22.co.uk](mailto:don@c22.co.uk) A CV healthcheck could help you to open up new opportunities and push your career to the next level

## Enter Your Euro 16 Predictions



England, Wales and Northern Ireland are all performing in the 2016 Euros in France very soon. If you fancy yourself as a pundit and fancy winning a magnum of champagne, why not enter our predictions competition at <http://www.c22.co.uk/downloads/SP-Euro-16-Comp.xlsx> It's free to enter so make your selections and send them in now.

## Nick Posts a Marathon PB

In the recent Virgin Money London Marathon, Catch 22's Nick Moore was running on behalf of The Lords Taverners. Not only did he raise almost £5000, he also amazed himself by posting a time of 3hrs 42mins. All those winter evenings pounding the pavements certainly paid off in fine style. He says it's the hardest thing he's ever attempted. Well done Nick, it'll soon be time to start preparations for next year!



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Compiled and Edited by Don Searle © Catch 22 June 2016

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