



HOW WE TRANSFORMED PRISON OFFICER INTERVIEWING DURING LOCKDOWN

Scottish Prison Service were in the process of interviewing and recruiting Prison Officers across Scotland when COVID-19 struck, meaning face-to-face interviews were no longer an option. They needed an effective solution – and fast. Our sophisticated and customised product – Affinix – beat off competition from multiple other video interviewing platforms and helped SPS recruit over 150 Prison Officers in just three weeks.

SOLUTION HIGHLIGHTS

- MEETING VERY TIGHT TIMESCALES DUE TO CANDIDATES ALREADY AWAITING INTERVIEW.
- BRANDED PLATFORM BUILT AND TRAINING DELIVERED IN 4 DAYS.
- AFFINIX HANDLED LARGE VOLUMES FROM HIGH-PROFILE NATIONAL CAMPAIGN.

SCOPE AND SCALE

The Scottish Prison Service (SPS) needed to recruit over 150 Prison Officers. When COVID-19 struck, face-to-face interviews were out of the question. And, with candidates already awaiting interview, others in the application process and many more to follow, timescales were already tight.

SITUATION

With multiple other video interviewing platforms out there, it's a competitive market. And SPS had investigated a range of suppliers. But they were won over by Affinix, and the comprehensive suite of capabilities our platform can offer.

SOLUTION

A COMPREHENSIVE SUITE OF CAPABILITIES

To ensure SPS understood every aspect of what Affinix has to offer, we conducted a live demonstration highlighting:

- full GDPR compliance
- live video interviewing, either 1-to-1 or panel (computer and mobile devices)
- candidate self-scheduling
- recordings for later assessment
- ability to use existing assessment framework
- fully branded client and candidate interface
- training guides & walk-through video
- reporting functionality
- direct access to candidate management and scheduling.

A BEST-FIT SOLUTION

SPS then trialled the system and were delighted with what they saw: a solution that was the best fit for all their requirements. We built them a branded platform and delivered full training in just four days. With our support, Affinix gave them everything they needed to start interviewing the huge volume of candidates they'd attracted.

ALL-ROUND SUCCESS THAT SPS WANTS TO CONTINUE

Candidates appeared more relaxed in their own environment and were more forthcoming with interview question responses.

And now, plans are in place to roll out the platform across their 13 Prisons.

RESULTS

Using Affinix helped to deliver some excellent results:

- Over 150 Prison Officers recruited in the first 3 weeks.
- 69% interview pass rate in comparison to 50% face-to-face.
- Candidate satisfaction survey averaged 4.3 out of 5.