

IDENTIFYING TALENT FOR OVER-SUBSCRIBED ROLES

Heathrow Airport has an ongoing need for high-quality Security Officers across their five terminals. While they recruit up to 700 candidates annually, these roles are traditionally very popular, presenting Heathrow with the complex challenge of identifying the best candidates from an overcrowded recruitment process. PeopleScout supported the airport with an enhanced screening and sifting process, including conducting nearly 2,500 phone interviews every year, and supporting potential recruits at the assessment centres to provide an improved candidate experience. Our partnership has delivered exceptional results, and continues to go from strength-to-strength.

SOLUTION HIGHLIGHTS

- **ALIGNED RESOURCING PROCESSES**
- **AGILE RECRUITMENT SOLUTIONS**
- **ENHANCED CANDIDATE EXPERIENCE**
- **HIGH CALIBRE CANDIDATES**

SOURCING, SCREENING AND INTERVIEWING EXCEPTIONAL SECURITY OFFICERS WITH A COLLABORATIVE RECRUITMENT PROCESS

SCOPE AND SCALE

Heathrow Airport faces a unique recruiting challenge. Over the last year alone, passenger numbers increased by 2.7% with over 1,300 flights departing every day. Those statistics will inevitably continue to increase, so Heathrow faces a pressing need to continually recruit staff across their five terminals. We've worked in partnership with the airport since 2015, helping them to recruit a variety of roles, with a primary focus on Security Officers.

SITUATION

Heathrow Airport recruits between 500 and 700 Security Officers every year. While the role is very attractive – particularly with the local community – the airport has struggled to handle the high volume of applications that they receive. PeopleScout recognised the need for better screening and sifting solutions, including the importance of securing a diverse pool of candidates.

SOLUTION

ALIGNED RESOURCING PROCESSES

We supported Heathrow Airport by working collaboratively with their internal resourcing team and business support centre, ensuring we consistently fell in-line with their specified resourcing timelines and assessment centre plans.

AGILE RECRUITMENT SOLUTIONS

It was important that we worked flexibly in order to provide an agile service that met their evolving needs. This has proved to be the most successful approach in planning resources when conducting telephone interviews, leading to the highest possible fulfilment at assessment centres.

ENHANCED CANDIDATE EXPERIENCE

We continue to provide our Associates on-site at the assessment centres, thereby securing a consistently optimised candidate experience.

RESULTS

HIGH CALIBRE CANDIDATES

Over the last year, PeopleScout's screening and sifting solutions have resulted in the delivery of an outstanding quality of candidate to the assessment centres. In 2018, we conducted 2,434 telephone interviews with individuals from a broad array of backgrounds, resulting in a 56% pass rate and a 53% offer rate.

FULFILLED CRITERIA

Determined to maintain a regular flow of quality talent to Heathrow Airport's resourcing teams and assessment centres, we have continued to conduct regular phone interviews with candidates, allowing us to comfortably meet specified targets on a rolling basis – and within agreed deadlines.

AMBITIOUS DEVELOPMENT

We are now looking at ways to further support Heathrow Airport, helping them to get even more out of our partnership. We are particularly focussing on process efficiencies, generating increased value-for-money and enhancing the candidate experience.

