

SA police staffing project with randstad.

Q&A with Claudia De Vry, Account Director, Public Sector for South Australia.

During 2020, Randstad partnered with SA Police to provide staffing to support with COVID-19 related duties. Claudia De Vry, tells us the story of how they won the opportunity, how they delivered and the importance of a strong relationship with customers to deliver in such challenging circumstances.



Claudia De Vry



what was the nature of the project?

After a competitive RFQ process, Randstad were selected to partner with SA Police to provide urgent staffing needs in response to the pandemic for roles with COVID-19 related responsibilities.

Randstad had to scale up quickly to meet the ever increasing demands of SA Police. We immediately developed a talent pool of qualified candidates to ensure we could meet the time restraints. We were able to utilise candidates from a previous project we had completed as well as sourcing and screening new candidates that were immediately available.

what were the specifics of the staffing request?

SA Police had an immediate requirement for 20 contractors. The candidates had to be available within a three day period from request. Randstad was able to deliver all 20 contractors within the stipulated time frame. Client and candidate feedback was sought and due to our responsiveness and the quality of the candidates presented, Randstad has been fortunate to further partner for the delivery of contracting resources with SA Police over the past 7 months.

how were the candidates successfully screened?

Due to COVID-19 restrictions, we were able to streamline the process and utilise our technology platforms to facilitate a virtual recruitment process to support SA Police, without delays.

All candidates were vetted with 100 points of ID, completed internal SAPOL check forms (National Police Clearance) and two reference checks per candidate. During COVID-19, there wasn't always an opportunity to do face to face assessments, so virtual interviews were conducted, which involved behavioural and personality profiling questions.

what technology was used as part of the recruitment process?

At Randstad we are fully equipped for face to face and/or virtual recruitment. Our consultants have always had the flexibility to work remote or from our offices. We implemented the right technology and virtual recruitment strategies within the very early stages of COVID-19, in response to employee and client demands. From a technology capability perspective, we use tech tools that enable video interviewing and automated reference checking through Checkster.

had randstad worked with SA police before?

Randstad had contractors working for SAPOL at the time we were initially approached to assist. Since July last year, we have been able to successfully support SAPOL in sourcing, screening and supplying staffing as the scope of their requirements has increased and broadened.

where did you source the talent?

We utilise our existing candidate pools for these types of projects as we have an extensive database. We constantly talent pool suitable candidates within all of our divisions. Speed, quality of service we deliver and the caliber of candidates that we supply is paramount to our success. SA Police required candidates with strong communication skills, written and verbal as well as strong administrative and analytical skills.





were onsite workplace checks carried out as well?

At Randstad we have several processes in place to ensure that we conduct the relevant and required workplace safety assessments. As we already had contractors at SA Police, this was previously in place.

what challenges did you face throughout the project?

When reflecting back on the delivery of a project, it's good to identify the successes but equally as important to evaluate the challenges to apply continuous improvement where necessary and learn from these experiences. Initially we had some challenges regarding relevant awards that we needed to contract our workers with. In consultation with SA Police, and Randstad's IR lead and the team, we were able to resolve this. Off the back of this, improvements in our processes were implemented for future projects.

what do you think contributed to building a strong relationship with your hiring managers at SA police?

Our consultants within the Randstad Business Support team were very responsive and cooperative, working hard to build trust with the hiring managers at SA Police. This allowed us to cultivate strong relationships from the outset of the project, which strengthened our overall relationship with SA Police throughout the remainder of the project.

what was the client feedback on the process?

The client's comments were very positive overall. Our lead consultants Olivia Detomaso and Shannon Jarvis were supported by the management team Samantha Evitts and Maralen Nehme. The team were very responsive and able to provide the contractors required in a short time frame. They communicated effectively and managed client expectations. Transparent and efficient communication with the client is essential when striving to deliver a quality service on a project.

who was responsible for managing the project?

Samantha Evitts, Maralen Nehme, Olivia Detomaso and Shannon Jarvis in the Business Support delivery team, they are still working hard to deliver on this project. The success of this project was a direct result of the Business Support team and a project they should be incredibly proud of.

why was this project so important to you personally?

Personally, I recognise this project as a huge accomplishment for Randstad. Being directly involved in providing a recruitment service to SA Police, who are responsible for keeping our State safe and informed during these challenging and uncertain times.

To discuss any recruitment opportunities, you can connect with your local public sector account director(s) on our dedicated email publicsector@randstad.com.au

