

CASE STUDY

Argos

The Background

Argos, the pioneer of catalogue retailing is one of the UK's leading retailers with 750 stores across the UK and the Republic of Ireland.

In addition to the shops Argos takes more than six million orders over the phone and online. Its national operations centre at Acton Gate, Stafford was opened in 1998 and Appointments has recruited contact centre staff for this facility for a number of years.

The Challenge

The peak time for Argos is always the second half of the year because of the lead up to Christmas. Argos approached Appointments in Summer 2010 with a requirement to recruit 65 temporary call centre operators. This was a challenge that most recruiters find it impossible to meet. As well as the volume and the very tight timescale the positions were not easy to fill because of the shift patterns necessary for these roles.

The Result

The head of the contracts team at Appointments set about interrogating its own extensive database of candidates forthwith. This yielded a rich seam of potential candidates looking for interim roles. After a full screening and interviewing process 64 of the target of 65 were taken on. A fantastic result!

Appointments were able to act so quickly because they already had a good knowledge of the client's business and culture as a result of their existing relationship with Argos. As well as understanding exactly what type of candidate was required and a good knowledge of the Stafford area we were able to mirror Argos' own recruitment procedure exactly. We also supplied ongoing support with site visits and the quality of the candidates was such that 30 of the original temps were offered contracts.

Appointments will be recruiting again for Argos for Summer 2011.

Testimonial

"We are very happy. Although their office is relatively local to us and they are able to come on site regularly as required they are also able to reach a slightly wider candidate pool. They will also travel to meet candidates who cannot get to their office for an interview. Our requirements have been met and overall the candidates supplied have been of a good standard. Any issues have been dealt with willingly, quickly and effectively. We would recommend them."

- Jane Appleby, Recruitment and HR Administrator, Argos Home Retail Group