

OnSite service delivery

Royal Mail, seasonal resource plan



Royal Mail's newest and central hub located in the Midlands required a strategic partner to recruit, retain and upskill 50 to 550+ Warehouse Operatives, which is essential to maintain a 24/7 operating plan and in line with seasonal resource requirements.

Our OnSite team is intrinsic to the successful delivery of the operational output; ensuring we resource in line with their ongoing needs, and we establish a pool of successful candidates. Each candidate is assessed and compliant to the appropriate standards. Every successful candidate is contacted on a weekly basis to confirm their interest in the role and ongoing availability. This size of candidate pool allows us to successfully deliver 500+ staff daily across the 24/7 shift patterns.

Our OnSite team complements the operating hours of the client and shifts supplied.

Our Client: Royal Mail



The UK Postal Company:
Royal Mail



+15,000
temporary workers at peaks



+15k
employees



+15,000
post offices

Manpower has worked with Royal Mail for more than 20 years

The Midlands Super Hub is a flagship logistic centre: Opened in 2023, it is the largest logistic asset in UK and has the capability to process up to 235 million parcels a year.



Requirements

24/7 Shift management

essential to meet resource plan

Average weekly volume

350
skilled associates

During peak season this reaches

+550
skilled associates

Maintain a relevant
Candidate Pool
of screened and validated candidates

An end-to-end digital process designed to fit our client's needs



Pre-Screening



OnSite Assessment and interview



Digital DFT criteria
(background check, 5 years of work history, and criminal reference check)



Induction / Onboarding



Digital Shift Management 24/7 –Publishing and monitoring

How do we provide service

1

OnSite shift managers are accessible to our clients, anticipating their needs. Continuous talent pool maintenance to improve retention, lower attrition and react to seasonal requirements.

2

Deploy attraction campaigns where needed **to fit our clients' requirements.**

3

Full digital experience to manage the complex compliance requirements.

4

Cutting edge Technology offering transparency of the resource plan, live scheduling - publishing and acceptance of shifts including candidate communications.

5

Solid processes aligned with client SLAs.

Robust Governance.

And Attract the right Talent



Top tech tools backing the process

- » High performing ATS.
- » Own database.
- » Lead generation tools



Digital campaigns

- » Social Media.
- » Job boards and aggregators.
- » Display campaigns.



Attraction campaigns

- » Off-line marketing in branches and OnSites.
- » External campaigns to reach low-tech and passive candidates.



Referrals

- » Referral campaigns and incentives to increase our pool of valid candidates.



Support from CORE

- » Our Centre of Recruitment Excellence team provides additional support to reach more candidates.
- » Flexible team to meet our clients' needs during the year.



Predicting performance with our assessment tools

- » Digital assessments for personality traits and skills.

Our results

100%
Fill rate

0
Overtime

30%
Productivity increase

-3%
Attrition levels

-30%
Work accidents

+62%
Working hours per person

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