

Marks and Spencer - Contractor Managed Service



M&S was seeking a resourcing partner to alleviate issues in existing processes relating to contractor resourcing. With 18 suppliers managing a workforce of around 100 contractors, M&S wanted to review the terms of engagement, review the costs and introduce a programme of efficiencies to reduce the management time taken to recruit, on board and manage this contingency workgroup.

Approach

ReThink initially conducted a review of the requirement and value of the current expenditure within M&S. Following this review, after gaining full support from the M&S leadership team, ReThink developed a transition plan that took into account the major contributions of IT, HR, Line Managers and the Employer Brand Leader. Reviews were conducted for every existing contractor against market rates.

ReThink then negotiated a position with each supplying agency in order to achieve the transition of the entire contractor workforce into the RPO programme. A rate card was produced in line with the current market and a blend of an onsite and offsite resource model was introduced.



ReThink currently manages the entire supply chain of the contractor workforce, liaising with other agencies and

suppliers as required, and consulting with contractors on a daily basis. We also ensure that contractors are remunerated at the current market rate, and that management information provided to M&S is accurate, informative and timely.

Issues faced:

- > A lack of understanding from recruiters in understanding the client's business, its requirements and objective
- > An urgent requirement to reduce spend
- > Company exposed to risk and liability with multiple suppliers operating on different terms
- > Rapid and sustained growth meant existing processes were no longer 'fit for purpose'
- > Difficulty in making timely recruiting decisions due to complex internal recruitment processes, often resulting in candidates taking other opportunities and rejecting offers

Results

- > Over 10% of spend per annum saving on cost to hire 34 new contractors against new rate card
- > ReThink has placed 150 new contractors over the life of the contract and 62 direct / migrations
- > ReThink has placed four new contract deals a month (on average) over the past 12 months.

ReThink
Talent Management

"They have delivered new staff to us well within the expected timescales and have been instrumental in M&S achieving some considerable cost savings throughout the last financial year. They have been extremely proactive in suggesting improvements to the current processes and are now seen very much as our recruitment partner for both contract and permanent" - Gareth Bailey, Head of Central Services, Marks and Spencer

YOUR M&S