



RAYA

Workforce

RPO/MSP Plan

1. Research and Planning
2. Talent Attraction
3. Selection
4. Recruit and Onboard
5. Retain and Develop
6. Depart and Offboard

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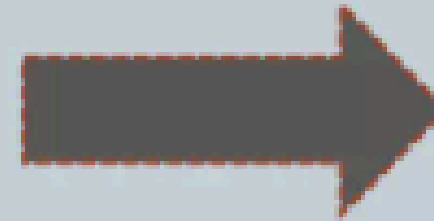
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UNDERSTANDING THE RPO DELIVERY MODEL

Client
Company A



RPO Provider

- Contracts out Delivery of Recruitment

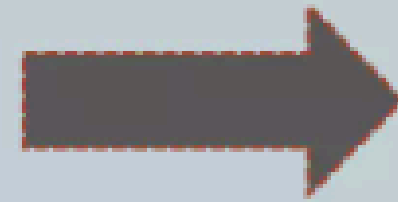
Sources and
supplies labour

Client
Company A



UNDERSTANDING THE MSP DELIVERY MODEL

Client
Company A



MSP Provider

Contracts out:

- Delivery of Recruitment
- Management of Labour
- Management of Cost of Labour



Client
Company A



STAGES OF EMPLOYEE / WORKER LIFECYCLE

1. Research and Planning
2. Talent Attraction
3. Selection
4. Recruit and Onboard
5. Retain and Develop
6. Depart and Offboard



01.



RESEARCH & PLANNING

- During the research and planning stage, your MSP or RPO provider provides external insight and support to your workforce planning. This generates a demand plan for the year's recruitment.
- Once identified, your provider designs and implements a recruitment marketing strategy designed to fulfil those plans, particularly to identify the key roles for pipelining and talent pooling.
- Under an RPO service where internal, referral and direct hiring is key, your provider is able to assist in defining and developing your Employer Value Proposition (EVP) and brand to attract and engage with prospective talent.
- Under an MSP model where resources are primarily sourced from third party agencies and vendors, your provider also manages a vendor procurement and negotiation programme.
- This is designed to identify and engage a portfolio of providers who can source all the different potential skill areas that you might need.



02.

TALENT ATTRACTION

- The key to a successful talent attraction strategy is to combine attraction activity with ongoing communication to build a talent pool in advance of each vacancy.
- This will reduce time to hire and also increase the engagement with new hires.
- The talent attraction and pooling stage is where your RPO proves its worth for permanent hires by managing an ongoing attraction strategy that combines the most appropriate media – traditional, online or social – with an ongoing engagement strategy.
- The candidate experience is also crucial, especially in industries where candidates can also be customers.



03.

SELECTION.

- For each requisition, your RPO/MSP partner qualifies the request and provides market insight and advice regarding salaries and rates before engaging the most appropriate candidate sources, be they internal, referral, talent pool or third party vendors.
- From these sources, they select the best fit applicants or bids based on the latest assessment, testing and selection techniques.



04.

RECRUIT & ONBOARD



- Once you have selected an applicant or resource, your RPO/MSP ensures you engage them on the most appropriate contract terms and rates through the provision of market insight and benchmark data.
- Once you have selected an applicant or bid, the MSP and RPO processes diverge:
 1. For permanent hires, the organization typically manages the process. However, some aspects – most commonly referencing – can still be outsourced to your RPO provider or a specialist third party.
 2. For temporary, contractor and statement of work resources, the MSP manages the entire process, from contract issue, referencing, compliance and induction processes to managing risk and establishing an arm’s length relationship with the worker



05.

RETAIN & DEVELOP

The ongoing engagement with, and administration of, the hire again depends on the type of engagement.

- For permanent hires, the organization will typically manage the relationship with the employees but again some of the transactional tasks to support appraisals and performance tracking can be outsourced to the RPO provider.
- For non-permanent hires, your MSP provides a time-sheeting, payroll and payment processing service for all workers. This is typically managed online through a VMS. They also offer a comprehensive worker tracking and reporting service.



06.

DEPART & OFFBOARD



- At the end of their employment or assignment, all employees or workers should receive an appropriate exit and offboarding experience.
- For permanent employees, this usually sits with the organization; however, many RPO providers also offer a redeployment or outplacement service.
- For temporary, contractor and statement of work resources, your MSP provider will redeploy the workers where possible, thus retaining knowledge in your organization.
- However, for those who do leave, they terminate contacts and access, collect any equipment and capture exit interview feedback.





WHY USE RPO/MSP?

1. Cost Effective
2. No need to hire or fire Recruiters
3. RPO has talent pools
4. Can find RPO that focuses on your niche.
5. Fees based on the placements made at the RPO.
6. Saves Space, Hiring Needs as all recruiters are external resources.



THANK YOU

