

Real Staffing are increasing their Managed Service Resource Offering

Being a specialist recruitment partner to the Public and Not-for-profit sectors since 2005, we know that there isn't a 'one size, fits all' approach to recruitment, and nor should there be, especially in the charity sector. The world of work is continually changing and will continue to do so in the coming months.

Gone are the days in which providing a permanent member of staff, or a skilled contractor are enough, and with more complex and demanding programmes of work being set out to achieve digital transformation than ever, we know that a different solution is often required or sought after.

Due to business demand, in 2018 Real Staffing added **managed service resourcing** to the list of services we could offer a client. Being part of the STthree group, (a £1b+ plc with 10,000+ resources) meant we had the resources to support our Private and Public Sector clients drive forward technology, digital and business transformation – and now more than ever we feel that Charities could benefit from this solution.

It allows us to supply consultants, project teams and take on full scale project delivery, on a government framework such as G-Cloud and contracted under a services or Statement of Work (SOW) contract (outside of ir35).

We have already enabled NFP, NHS, Higher Education and Central Government customers to reduce the costs of hiring and consulting and improve work outcomes and experience. Given our huge talent pool of high calibre consultants and our proven business model we are able to offer the advantage of low operating overheads directly to customers in the form of competitive rate-cards and volume discounts.

As a Charity IT Leaders Gold partner for the past year, and speaking with members daily and at the annual conference, we know that one of the biggest challenges in your day-to-day job is often 'recruitment'.

However, this isn't just the challenge of finding the right permanent skillset within the salary constraints, but sourcing the right service provider for project delivery, based on track record, sector knowledge, timelines and of course cost!

There are often certain complexities to contracting an external company to deliver a programme of work or supply niche consultants, not only the contractual and commercial aspect, but also the amount of input and control the organisation can have, but by working on our SOW terms or the G-Cloud government framework with Real Staffing, we work with you to ensure that it is a partnership and that outcomes are monitored and progress tracked every step of the way – whilst ensuring the highest levels of compliance.

OUR SERVICES IN DETAIL

	 Contingent Contract	 Resource Partnering	 Project Partnering
Focus:	Skillset	Project / Volume / Skill-Set	Project/Programme
Responsibility:	Contractor	Project Resource	Project Resource and Management
Delivery:	Regional	UK&I	UK&I
IR35 compatible:	✓	✓	✓
UK Government Framework:	✓	✓	✓
Standard Time and Materials:	✓	✓	✓
SOW Milestone Pricing:	-	✓	✓
Bespoke SLA:	-	✓	✓
Service Management Office:	-	✓	✓
End-to-end Project Resourcing:	-	✓	✓
Project Delivery Management:	-	-	✓

SERVICE LEVELS IN DETAIL

Resource Partnering

SThree will supply the project team to meet the resource plan - the project team is managed by you.

Project Partnering

SThree will supply the interim or project team and manage the delivery of the project on behalf of or in close collaboration with you.

Service levels are flexible to enable customers to build the optimum solution for their specific requirement.

	 Resource Partnering	 Project Partnering
Requirements Analysis	✓	✓
Resource Planning (On-Going)	✓	✓
Competence and Skills Framework	✓	✓
Standardised Rate-Card	✓	✓
Talent Pool Build and Management	✓	✓
Rigorous Talent QA Assessment	✓	✓
Onboarding - Project and Customer Briefing	✓	✓
Project Team Performance Management Support	✓	✓
Project Progress Reporting (Knowledge Transfer)	✓	✓
Service Management Office	✓	✓
Resource Continuity	✓	✓
Project Closure / Interim Off-Boarding report	✓	✓
Project Delivery Plan	-	✓
Production of Work Schedules (SOW)	-	✓
Project Management	-	✓

Below is a recent practical example of another Public Sector organisations benefitting from our bespoke and highly competitive managed service offering:

Example:

THE CHALLENGE:

A hospital was facing delays with phase 1 of their Electronic Patient Record (EPR) implementation due to interfacing problems with the supplier. In order to avoid significant delays with subsequent phases of the programme the hospital opted for an ongoing managed service flexible solution to enable completion of phase 2 of the implementation. This would enable the programme to roll out both phase 1 and 2 across the hospital by March 2021.

OUR APPROACH:

We ultimately work as an extension to the client project team, evidenced by our commitments to knowledge transfer and flexibility in our approach to delivering programme requirements.

Our service focuses on creating clarity in the work schedule that our team is expected to deliver. Clarity is evidenced in the form of a SOW created between the client project team, our project leads and our in-house project support team.

With clarity around the work schedule we are able to deliver high calibre project resources to meet the specific requirements of the agreed work schedule, that complement other permanent members of the Trust's team. Throughout the lifecycle of the programme we were able to provide project office support to ensure that the services provided by our team remain on track.

We also continue to work with the client project team to review the programme delivery and associated resource plan. This enables us to plan for the provision of additional project resources or to scale down. One of the key outcomes of this approach is the consistent provision of high-calibre project resources who are effectively on-boarded, ready to be productive from day one on-site.

THE RESULT:

Our project delivery team worked closely with the hospital Programme Director to ensure all the required resources for the project are of consistently of a high calibre, ready to be productive from day one and on-boarded to the agreed resource schedule.

We also provided project fact finding and scoping workshops, resource scheduling and provisioning, PMO Services, on and off-Boarding as well as service governance.

Other PMO services include:

- Bi-weekly / monthly project board – resource planning and progress report updates
- Quarterly full-service review
- Collaboration with the hospital to maintain a live operational resource scheduling plan
- Provide services to help create a work schedule for each SOW requirement including any specifically agreed deliverables and any other success criteria
- Collate Real Staffing consultants and project team based SOW progress reports
- Report to the Trust on progress of each live assignment
- Report on risks and issues
- Support with IR35 queries.

As a result of this collaborative approach to programme delivery, Real Staffing have supplied all the required resources to date, ensuring that the project continues to run to plan.

We will be discussing this offering and changing work patterns in an upcoming webinar, please feel free to email a.watson@realstaffing.com or c.white@realstaffing.com to register your interest.