

resst

EBOOK:

Making Talent  
Acquisition's Job Easier.

A professional photograph of a woman with long brown hair, wearing a dark blazer over a blue shirt, smiling warmly at the camera. She is seated at a wooden desk with a laptop open in front of her. In the background, a man with dark hair is seen from behind, looking down at a document. Large green plants hang in the background, adding a natural feel to the office environment.

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# INTRODUCTION.

**It's no secret that sourcing the best talent for your company can be difficult.**

Talent Acquisition Managers have the unenviable job of searching for the perfect all-round candidate, often leaving them feeling that they're searching for a needle in a haystack. We know. We've been there.

It doesn't have to be this way. In this ebook, we'll be taking a look at:

- Managing stakeholder's expectations
- Changing volumes
- Balancing a busy workload
- Project work
- Managing Admin tasks
- Partner Management

At Resst, we know that recruiters face new challenges every single day. This ebook will give you a helping hand with how to best overcome those challenges.



## MANAGING STAKEHOLDER'S EXPECTATIONS.

You'd think the only challenge a recruiter faces is finding the right candidate, but in reality, this is simply not the case. Being able to manage everyone's expectations throughout the whole process is critical to success, and certainly comes with its challenges.

The best tip here is to set expectations early on. We're all eager to please, and we want to exceed expectations at every opportunity. That's much easier if you can set the tone at the outset, rather than having a hiring manager expecting to have candidates at their desk the very next day. Setting unrealistic expectations, or letting others' unrealistic expectations grow is a fast-track to disappointing hiring managers, and that's the last thing we want.

This way, you can build both your external recruitment partner and internal stakeholders into an agreed recruitment process workflow. The combination of utilising a specialist external recruitment partner plus you leading on a winning process should result in a reduced time to hire, better candidate experience and overall a higher quality of talent entering the business.

If something comes up that shifts the timeline at all, let stakeholders know. People gravitate to those they trust, and being an open book will be beneficial in the long run.



## CHANGING VOLUMES.

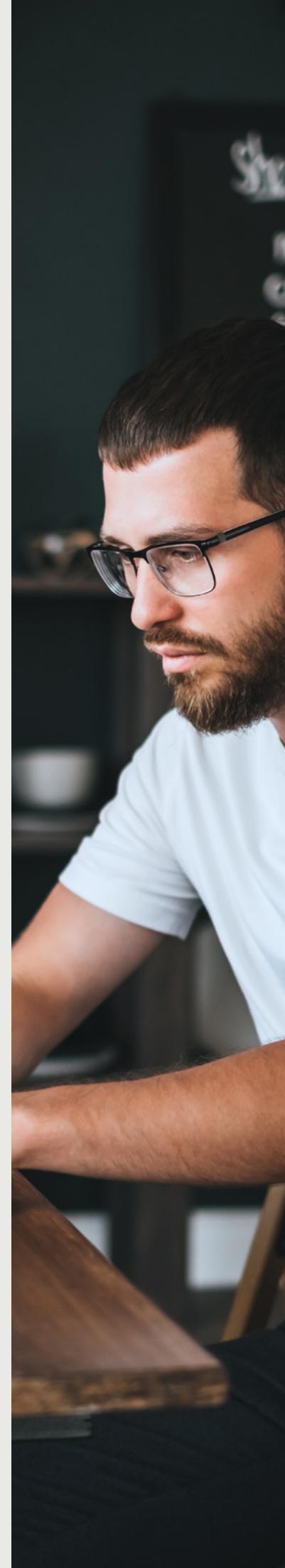
**There are always ebbs and flows in recruitment - it's just the nature of the job. There will be times where talent acquisition teams have the luxury of time to focus on finding the perfect hire, and there will be times when roles need filling quickly across multiple departments. No day is ever really the same.**

Because of the possibility of a rapid shift, it can be difficult to manage a workload in anticipation of new roles becoming live. It can be incredibly tough if there is a lack of communication between hiring managers and the talent acquisition team.

Although hiring managers might not have their hiring plans set in place for the next quarter or year, what they will have is an idea of what they would like to happen and what they anticipate will happen. Using this information, you can start to plan ahead, pipelining and pooling talent when the workload drops off in time for an increase in requirements later down the line.

It's essential always to stay one step ahead of hiring managers when planning out your workload. Ideally, you want to know what they're going to do before they even think about doing it, so you're as prepared as possible for the next round of recruitment.

Communication is critical, and it plays a big part in finding the right candidate for the right role.



## BALANCING YOUR WORKLOAD.

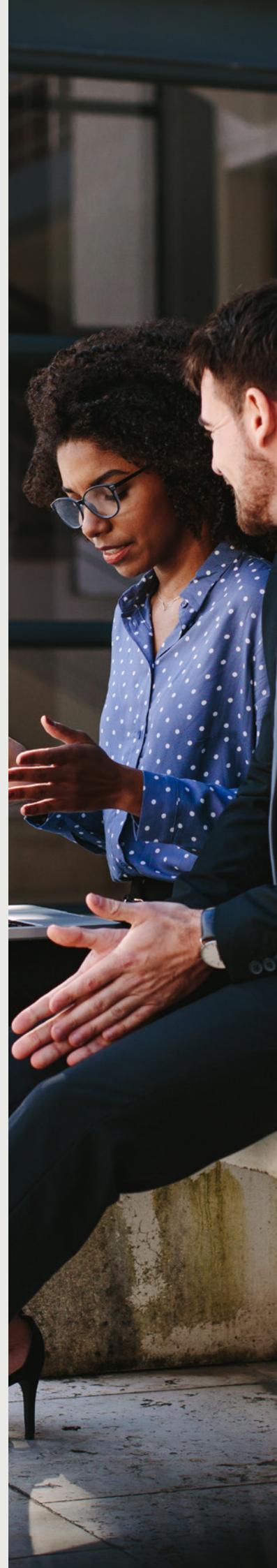
**Balancing workload is, and always been, a massive challenge for recruiters. This is especially true for hyper-growth Software as a Service (SaaS) companies, where every position is urgent, and you ideally needed that person starting yesterday. It's a lot of pressure, and it's crucial to get right the first time.**

This links back to being prepared and anticipating the upcoming recruitment, but in particularly busy periods, spreading yourself too thin can be disastrous. It results in rushed prospecting and ultimately a lower calibre of candidates being put forward for a role. It's likely that they won't be good enough and won't be hired, meaning that the all-important time to hire is spiralling upwards all the time.

Here, there are broadly two solutions to fixing the problem.

The first is prioritising roles and managing the expectations of the business that there will be both an increased time to hire, which could be from weeks or months depending on the volume and complexity of the positions. The second, preferable option, is using a recruiting partner on a selection of your requirements, decreasing the time to hire and sourcing higher-quality candidates more quickly.

Here at Resst, we specialise in helping SaaS companies to scale their commercial teams effectively, and many of our clients find using recruitment partners who are both specialists in both the SaaS industry and, more specifically, with the roles you are recruiting for.



## PROJECT WORK.

Alongside the day-to-day of sourcing candidates, pipelining talent and networking, you're also likely managing other project work, such as salary benchmarking, competitor analysis or insight capture. This work is vitally important, as it allows you to make better, data-driven decisions, but that doesn't mean that it doesn't take time and can often fall to the back of the queue versus the various urgent live requirements that you'll likely have going on.

Our internal talent partners feel the best way to handle this is to get buy-in from senior stakeholders as to why these activities are important and make sure that they get prioritised appropriately.

The benefits of these projects include helping to reduce time to hire and therefore cost per hire. A time investment upfront on these activities will offer ROI in the long run and having buy-in from key stakeholders means that you can deliver on this project work effectively, and, in the long run, be able to offer your hiring managers a better experience.



## MANAGING ADMIN TASKS.

**By now, the word ‘admin’ has quite the negative perception.**

**It’s tedious, it’s dull, and it’s robbing us of time that we’d rather spend doing work where we see instant results.**

**Unfortunately, it’s necessary just to keep the process running smoothly.**

Fortunately for us, there are a plethora of solutions to help with admin - from automation to simply improving time management skills.

For internal talent teams, a robust applicant tracking system (ATS) can be a total game-changer. No more sifting through emails for a CV, contact number or details can shave hours of wasted time off the day. Being able to track the process and easily pull up reports, through to being able to communicate with hiring managers, candidates and your preferred third-party agencies with minimal effort make the process so much easier.

At Resst, we’ve worked with a fair few applicant tracking systems, and have even recommended solutions to our clients who have been looking to invest in one. There are a few key things to consider first:

- Is the system designed for bulk recruitment or targeted recruitment? Which one suits your business better?
- Does it seamlessly integrate into your website’s careers page and pull information from any job posting sites that you use? You’ll be wanting the system to be as automated as it can be, putting applications all in one place with minimal touchpoints from you.
- Can you give internal and external stakeholders easy access to collaborate on the system? You don’t want to be adding things from email to the system – this takes precious time!

- Once you’ve chosen your system, you need to be spearheading the charge in getting all stakeholders to use it and follow the process – we’ve had clients implement an ATS fantastically. Yet, other clients with the same system implemented it horribly, and it makes a huge difference.

Admin tasks don’t have to be a chore. They can be built into the hiring process in a way that makes the behind-the-scenes jobs a vital part of the end result. Efficiency and effectiveness are crucial to ensuring that the admin doesn’t fall behind.

## PARTNER MANAGEMENT.

**Managing recruitment partners can be an arduous task, taking a lot of time, particularly if you're using multiple partners.**

Some businesses use a multitude of recruitment agencies to find the best candidates, often leading to agencies competing with each other, tending to compromise quality for purely speed and quantity – even sending candidates who aren't suitable for the role to try to get lucky.

This is where headhunting partners are invaluable. Finding candidates in challenging sectors is often more of an art than a skill.

Take the tech sector: it's an industry that demands distinctly knowledgeable and highly-qualified candidates. It's a notoriously difficult industry to break into because of its high skill ceiling. It's also renowned for having a minuscule talent pool, accentuating the need for experienced professionals to headhunt in the sector. Inexperienced agencies wouldn't have a chance at breaking through to candidates.

We'd recommend limiting the recruitment partners you use on each position to just one and set out the process explicitly to them. This allows your recruitment partner to have complete clarity over the process, meaning you spend less time answering questions and guiding them through each step. It also gives them the autonomy to do what they do best in finding you great talent thanks to the framework that you gave them to work in.



# NEED TO KNOW MORE?

If this short introduction to making talent acquisition's job easier has sparked any questions or you simply want to know more about how we help tech companies scale their commercial teams, then get in touch with us at:

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