

Nationwide Brings Clarity to Contract Recruitment



World's largest building society manages major technology and business-change programmes with intelligent and swift support from contract recruitment specialist, Clarity Resourcing

Overview

Nationwide Building Society's origins lie in the Provident Union Building Society established in Ramsbury, Wiltshire in 1846. Well over one hundred mergers later it is the largest building society in the world, and is now the UK's third largest mortgage lender and third largest savings provider.

Managing Growth

Committed to remaining mutual, Nationwide prides itself among other things, on providing long-term good value to its members. A contributory part of the Nationwide's success story, is its ability to manage rapid growth professionally; particularly growth resulting from its many mergers and acquisitions (M&A).

All M&A activity creates a requirement for dedicated change management expertise and Nationwide is no exception. Bringing together people, processes and technologies from two different organisations presents a considerable challenge. In a regulated industry such as financial services, failure to deliver, report or comply is simply not an option.

Recent years have seen mergers with The Portman, the Cheshire, the Dunfermline and the Derbyshire Building Societies, as well as the sale and transfer of Nationwide Life's business to Legal & General. Faced with change management challenges once more, Nationwide turned to Clarity Resourcing to secure interim business and programme management staff in an affordable manner.

Thorough & Committed

Clarity Resourcing was originally one of 48 recruitment suppliers and is now one of only three tier one partners that resources

for all contract/interim professional roles across Nationwide, including IT, finance, marketing, change management and HR.

The Company's continued relationship with Nationwide is attributable largely to its ethos; the 'Clarity Commitment'. A far cry from the scattergun approach to employment match-making, it positions the Company at the elite end of the resourcing spectrum. Clarity's unique four-point pledge to both business and contractor customers, is to routinely apply integrity, timeliness, intelligence and partnership to every project, every time.

In practice, when considering contract placements at Nationwide, Clarity Resourcing draws on its own extensive bespoke database, personal contacts and network. Clarity places considerable emphasis on recommendations and referrals.

John Russell, Head of Group Programmes at Nationwide explains, ***"Clarity's success can be defined by the quality of the outcomes. We often need very different people to do different types of jobs,"*** he continued. ***"They are great at taking a 'people brief' and translating it very specifically to that role as well as relating it closely to our business. Our experience with Clarity has been really, really positive,"*** continued Russell. ***"Part of that is that they still hold onto small company ideals. We've had absolutely fantastic service from them and have a very good working relationship with them."***

Martin Punter, formerly the Resource Manager for Change Management and now a Senior Project Manager at Nationwide adds, ***"The pre-qualification of candidates is such that if they're good enough to pass Clarity's vetting process, they're almost certainly good enough to hire. Too many recruiters don't apply that sifting stage and recommend as many as five people per position which leaves us with too much left to do, and no time to do it in."***

"By investing in its relationship with Nationwide, candidates from Clarity Resourcing are an assured cultural fit to our organisation as well," continued Punter.

Getting the Job Done

John Russell elaborates, *“For example, we’ve had a couple of urgent requests come in as high priority that we have needed to resource very quickly. I’ve trusted Clarity to the extent that they can pre-interview candidates and do quality-control triage. They literally go do what I want them to, and have never let me down. I can’t ask for more than that. When I’m stuck they help me out, and I trust their judgement completely.”*

Yet, thorough procedures have never hindered a speedy response. Nationwide cites one example where it commenced the search for a business analyst at 9am, had a strong CV from Clarity Resourcing by noon, and had interviewed and offered that candidate the job by 5pm the same day.



Contract project manager, Steve Day (left) receives performance award from Nationwide. Champagne courtesy of Clarity and presented by Greg Johnson.

An Extension to the Business

Greg Johnson, Head of Portfolio Planning, Governance and Transformation Planning at Nationwide agrees, *“During my audit of resourcing suppliers, Clarity was retained because it stayed very close to our business and what we need. Technically, it really knows what it is doing and has the soft skills to back it up with managing personal relationships and influencing people.”*

“I think it’s fair to attribute Clarity’s success to a blend of candidate quality and our relationship,” concluded Johnson. “They are really proactive and competitively priced too.”

Indeed, some of the contractors recruited to Nationwide by Clarity Resourcing have been in place for more than two years.

Martin Punter, *“When we have needed resources, we’ve always had really positive experiences with Clarity.”*

About Clarity Resourcing

Clarity Resourcing is a specialist provider of contractor professionals for technical and business change programmes within financial services; banking, life & pensions, insurance, consumer credit. It provides specialists for, but not limited to disciplines such as business transformation, programme governance, regulatory compliance, IT management, data warehousing, core-systems replacement and business & technical testing.

With a deep understanding of strategic programmes, how they’re structured and the potential points of failure, the Clarity resourcing team has built its enviable reputation by providing excellent value, high calibre programme & project managers, business analysts, programmer office managers, PMO analysts, planners, programme test managers, test analysts, data analysts, business process modellers, business designers, architects, technical managers, compliance experts and software developers.

Clarity Resourcing

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The Clarity Commitment

The ‘Clarity Commitment’ is not only the Company’s unique four-point pledge to both its business and contractor customers, but is also the key to its continued success.

1. Integrity

Discretion, trust, confidentiality, integrity and sensitivity are important components in any business relationship, but when dealing with projects that involve mergers and acquisitions, TUPE transfers, trading markets and sensitive information, these qualities are paramount. Clarity’s commitment to these principles is absolute and extends well beyond standard non-disclosure agreements (NDAs).

2. Timeliness

Clarity’s ability to understand the nature of the contract roles as well as the financial services sector allows it to be agile, responsive and quick. Timeliness matters because time costs and people are busy. Part of the appeal of using contractors is their ‘instant’ productivity; they ‘hit the ground sprinting’ and the sooner they are placed, the sooner they are productive. Beyond productivity there is also potential cost associated with project delays, failure to deliver, risk mitigation and regulatory compliance.

3. Applied Intelligence

Screening candidate suitability at a technical and cultural level is an automatic function of Clarity’s unrivalled understanding of change management and related disciplines. This, coupled with other standard checks made; three year’s employment references, credit history, criminal record, certified skills, rate expectations and status of any other candidate applications, greatly enhances the Company’s screening accuracy and avoids candidates attending ill-matched interviews. Clarity’s commitment is to apply this ethos on time, every time.

Adam Sztuka, Managing Director at Clarity Resourcing explains, *“The candidate has to be right for our client’s role and, equally important, the role has to be right for our candidate. Only then can they achieve a happy and enduring partnership”.*

4. Partnership

Clarity has the knowledge and experience to understand the businesses for which it recruits. By ensuring both a cultural fit for candidates as well as a knowledge/experience fit, Clarity Resourcing earns strong respect from candidates and customers alike. It also expects to drive every element of the recruitment relationship proactively; with strong communication and people skills at the heart of the Clarity Commitment.