Recommendations for recruitment organisation - October 2002

Following our recent discussions, the issues we have identified that are directly related to the future development of your organisation include:

♦ Greater versatility in sales staff to handle expanded market beyond IT and Finance
♦ Develop ability to switch between mind sets and styles for different industries
♦ Develop approaches by which contractors feel they are part of your organisation rather than only working through it
♦ Provide support for a stronger sense of team unity throughout the organisation
♦ Expand knowledge management system to manage distributed records shared with partners
♦ Adapt online systems to accept timesheets and support virtual communities of practice
♦ Expand existing administrative systems and procedures to support PEO type operation

We would summarise the recommended actions under the following four headings:

Vision, values, purpose

♦ Develop explicit vision, values, purpose and policy for expanded organisation
♦ Encourage and support individual staff members to identify their own vision, values and purpose, and alignment with the organisation's purpose
♦ Create organisational infrastructure and culture that enables people to achieve - to realise organisational and personal goals and objectives
♦ Ensure that the organisation supports, reviews and measures key aspects of the vision such as learning and commitment

Knowledge

♦ Review database and file-storage structures to manage expanded knowledge requirements, including file-sharing with partners
♦ Develop procedures and formats for end-of-task reviews
♦ Develop website to include timesheets and communities of practice

Relationships

♦ Identify and action staff skills-development requirements for expanded sales/support role
♦ Clarify and document Trusted Intermediary methodology
♦ Develop measurements for qualitative 'intangibles' in client and contractor relationships
♦ Ensure that organisation's values are reflected in recruitment and reward systems

Facilities

♦ Review and upgrade existing administrative systems (human and electronic) to manage expanded PEO-type operations
♦ Establish shared systems and interfaces with partners