



**The Supply
Chain Mindset**
The New Path to
Success in Recruiting
and Staffing

indeed flex

A strategy for success in an employee-driven market

As the workforce re-evaluates priorities post-pandemic, we face an unprecedented worldwide labour shortage. While unemployment figures have returned to pre-pandemic levels, the number of job openings continues to grow.

And while low unemployment rates are often celebrated as a sign of economic prosperity, with the lack of people to fill open positions, there's no denying the burden being placed on today's employers. As a result, service quality is suffering, and production is slowing across all industries as companies struggle to procure their most important resource: staff.

To accelerate staffing success, organisations must change their mindsets and strategies. One increasingly popular and logical approach is shifting staffing strategies toward an operational and procurement process versus the traditional human resource method.

While unemployment rates have returned to pre-pandemic levels, **job vacancies across the world continue to grow** in number, quarter over quarter ¹.

With a record **1.2 million job vacancies** in the three months to November 2021, more than half of businesses that reported a worker shortage stated they were unable to meet demands ².



1. www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/articles/changingtrendsandrecentshortagesinthelabourmarketuk/2016to2021 2. www.ons.gov.uk/employmentandlabourmarket/peopleinwork/employmentandemployeetypes/articles/changingtrendsandrecentshortagesinthelabourmarketuk/2016to2021



Traditional human resources vs. procurement mindset

Steeped in a long history of enforcing policies and maintaining meticulous records, the primary motivation of traditional human resources or personnel departments has been success through compliance. While this certainly has great value, the approach does little to consider the organisation's operational needs.

Traditional HR vs. procurement-based HR

Traditional HR	Procurement-based HR
Job evaluation	Demand-driven approach
Workforce planning	Managing staff as resources/assets
Compensation	Cost/Benefit analysis
Employee relations	Needs-based planning
Compliance-based training	

Staff are a resource like any other. Without them, operations are slowed, even halted. As a result, sourcing skilled workers to fill essential roles has become one of the most critical supply chain issues³. Not only are workers a scarce resource, but the lack of workers also causes a ripple effect down the entire supply chain.

This is why an operational, procurement-based approach is not only smart but essential necessary to boost staffing. Companies cannot operate effectively, efficiently, or at all without appropriate staffing. For some, the repercussions may be subpar customer service or the inability to fulfill orders, while for others, it could be a matter of safety and even a complete inability to continue operations. Staff are an essential resource for an organisation. Companies cannot operate without an adequate number of appropriately skilled, available employees.

“The shrinking workforce is the most urgent problem facing the UK economy.”

Chris Giles – Economics Editor, Financial Times.



3. www.forbes.com/sites/billconerly/2021/07/07/the-labor-shortage-is-why-supply-chains-are-disrupted/?sh=7ce7db98301d



Taking an operational approach to staffing

In a more traditional human resource manager role, workforce planning and recruitment are a single part of your responsibilities. But in today's employee-driven market, the time has come to not only place a greater emphasis on that role but shift our approach to the process. Consider these four steps to success in fulfilling your organisation's staffing needs:

1. Innovate and automate

Technology can help streamline and improve staffing workflows⁴. From application tracking systems to referral automation and leveraging artificial intelligence, a wide range of tools are available to help HR professionals work smarter and more efficiently.

More than ever, HR professionals are stretched thin, and, unfortunately, some tasks can get overlooked when pushed

to their limits. Tom Calvers of The Times, poses the question of whether we've entered an "era of unsackable workers", positing that employers have no choice but to turn a blind eye to the lower standards of the employees they currently have, simply because there is no one out there to replace them with. Current market conditions are "a nightmare for employers"⁵ Calvers said.

2. Data-driven decision-making

Just as workforce turnover, retention, and compensation metrics have long been used to evaluate and improve the workplace, recruitment metrics can be used to make the hiring process more effective⁶.

Reviewing key statistics, like the source of applicants and source of hires can give insight into where to target your efforts and what resources are providing the best return on investment.

⁴. www.shrm.org/resourcesandtools/hr-topics/talent-acquisition/pages/building-a-recruitment-tech-stack-shrm-talent-22-tim-sackett.aspx?_ga=2.25767613.1249031020.1654699271-1744058213.1654699270 ⁵. www.thetimes.co.uk/article/were-in-the-era-of-the-unsackable-worker-and-its-a-slackers-paradise-7hc9m20rd ⁶. financial-wellness.managehrmagazine.com/cxinsight/significance-of-workforce-metrics-in-strategic-decision-making-nwid-876.html

3. Be open to new sources

With workers now demanding more flexibility from employers, why not make that trend work in your favour? Thanks to the widespread use of remote working technologies, like video conferencing and

virtual collaborative workspaces, hiring workers from another city or country is not only a viable option, it's smart business. Now your talent pool has expanded from commutable distance to worldwide.

4. Make flexibility your friend

Sometimes suppliers run out of stock, but smart procurement professionals will always have another supplier, or several, ready to step in and meet their needs. In an age where employees are reassessing priorities, flexibility is top on the list, with many choosing abbreviated or non-

traditional schedules and contract work over traditional 40-hour working weeks. Contract and temporary workers can fill critical staffing needs quickly and offer an opportunity to 'test drive' talent before committing.





How Indeed Flex can help source and manage your new-world workforce

As a digital staffing partner, Indeed Flex can manage your entire temporary recruitment process and provide better contingent workforce visibility, scalability, and flexibility. We give our clients the flexibility to determine a staffing model and a range of intelligent technologies that align with specific needs and resources.

By partnering with us, you'll have a dedicated staffing expert in your corner who allows you to stay agile, access top talent, maximise workforce efficiency and optimise your staffing supply chain.



Finding the right fit

Whether you need 5 or 5,000 workers, we deliver a range of vendor models, from full autonomy to managed solutions, to suit your needs.



Expert support

Our industry experts provide unparalleled advice by phone, online, onsite, and wherever and whenever you need it most.



Maximising resources

Using our platform, you can access the highest-quality flexible resources and analytics to enhance performance, manage spending, and find contingent professionals more quickly and efficiently than ever.



Simplify compliance

Our solutions ensure you stay completely compliant and up-to-date with all labour regulations and government requirements.



A new approach for a new reality

In the same way that procurement teams have had to seek out new vendors to keep production on track, human resources must also integrate innovative resources to drive success in the modern landscape. By leveraging emerging technologies and talent sources to help find and onboard talent, organisations can help overcome common recruitment challenges and ensure they have the people and processes in place to power the future of work.

Interested in learning more ?

Book a meeting with one of our experts to discuss how Indeed Flex can help you with your staffing needs today.



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