



# The state of Talent Acquisition in 2024

The TA's guide to attracting  
workers whilst driving results

 indeed *flex*





## Temporary work has **exploded** in recent years across both the US and UK.

As employers faced a candidate-driven market and the “great resignation” created massive holes in many workforces, enterprise organisations turned to temps as a vital means of filling their rotas. As workers saw that temping offered greater freedom and flexibility, the number of available temps skyrocketed, creating that rarest of things in recruitment – a genuine win-win.

But companies have quickly learned that temporary staffing is not without its challenges: from inconsistent quality to spiralling costs, talent acquisition leaders are acutely aware that relying on dozens of staffing agencies with opaque processes is not sustainable.

This is what we call the “**temp agency dilemma**”: the future of enterprise staffing clearly depends on a large flexible workforce driven heavily by temps, but the current model for sourcing these workers undermines talent acquisition leaders’ needs.

What can they do to solve that dilemma and ensure enterprise-wide staffing needs are met – without breaking the bank?



The following eBook analyses four of the most persistent challenges TAs face to answer that question.





# The state of Talent Acquisition in 2024

73%

of leaders say they struggle to recruit talent as fast as they would like<sup>1</sup>

71%

of leaders say it's difficult to find the right quality talent<sup>2</sup>

35%

of leaders say they have too little recruitment budget<sup>3</sup>

<sup>1</sup> Indeed Flex Survey  
<sup>2</sup> Indeed Flex Survey  
<sup>3</sup> <https://www.hrmarketing.com/articles/top-talent-acquisition-challenges-2023/>





# Four challenges for enterprise talent acquisition

## 1. Talent shortages

### The problem

57% of leaders say they lack qualified candidates for open roles,<sup>4</sup> with gaps in rotas leading to a range of cascading issues - from productivity losses and project delays to expensive recruitment campaigns and low employee engagement.

Many enterprise businesses have embraced temporary staffing as a solution, but a recent Indeed Flex survey found that **89% struggle to integrate their contingent workforce with their full-timers**. Worse still, **26% say they can't get the same workers consistently** which creates inconsistencies in both culture and performance.

### Two common solutions

#### Adjusting hiring criteria

Companies can often solve shortages by widening their talent pool. Too often, leaders have very fixed ideas about the kinds of people or skills they require - and overlook candidates who may lack certain qualifications or experience.

#### Increasing contract flexibility

Companies should look beyond temporary staffing and embrace flexibility more broadly. Offering greater choice over the hours employees work or the number of hours they are committed to can create a significant advantage against more rigid competitors - and help your company appeal to more candidates.

<sup>4</sup> <https://www.hrmorning.com/articles/top-talent-acquisition-challenges-2023/>

## 2. Location availability

### The problem

Workers are more resistant to long commutes than they were in the past: **One study found that the number of UK workers willing to commute more than 20 miles to their workplace has shrunk from 72% to 26% since 2014.**<sup>5</sup> As a result, many talent acquisition leaders run into a wall when hiring – especially if the role is located outside heavily populated areas.

Over a  
quarter

of leaders now say they struggle to find workers in the right location



### Two common solutions

#### Subsidise travel

Many candidates are unwilling to commute due to the extra expense, and employers that cover these (often relatively small) costs increase their available talent substantially.

#### Onsite amenities

Travelling an hour to a worksite can be made far more appealing with relatively small additions, such as free food or access to a gym. Many workers actively seek these amenities today, and they can be easily leveraged to make less attractive locations more enticing.

<sup>5</sup> <https://benefits-expert.com/research-reveals-big-shift-employees-commuting-preferences/>

# 3. Spiralling staffing costs

## The problem

As talent acquisition strategies lean on temporary staffing to patch up gaps in their workforce, a lack of visibility into agency spend leads to unpredictable spikes in costs. At a local level, changes in talent supply and demand can lead to sudden shocks that talent acquisition leaders have little means of predicting or mitigating.

But these spiralling costs are not just harming the bottom line - they impact hiring budgets and ultimately leaders' capacity to fill roles. In fact, **41% of leaders say they failed to fill a vacancy in the prior six months** because the candidates available wanted more pay than they were able to offer.<sup>6</sup>



## Two common solutions

### Reducing agency networks

Many companies opt to work with a small group of temp agencies to reduce the complexity of managing relationships and increase the consistency of worker quality.

### Dynamic demand prediction

Companies that can accurately predict demand fluctuations are more able to make staffing more efficient - and thereby save room in their budgets. This requires lots of historical data, as well as powerful analytics - but it is possible.



<sup>6</sup> <https://www.hrmorning.com/articles/top-talent-acquisition-challenges-2023/>  
<sup>7</sup> <https://www.hrmorning.com/articles/top-talent-acquisition-challenges-2023/>



# 4. Workforce management processes

## The problem

Talent acquisition relies on strong, reliable processes - but many leaders feel theirs are no longer up to scratch. **78% say they can't find the right talent fast enough**, while **36% blame "ineffective hiring and onboarding processes"** for poor retention rates. This is borne out by the data: **55% of candidates feel hiring should take up to 2 weeks**, yet many companies take months to fill a single role.<sup>8</sup>

These issues are not solved by temporary workers. Staffing agencies are often opaque about their own hiring and QA processes, meaning talent acquisition leaders have little insight into the relative quality of candidates they are hiring to fill shifts.

From poor quality assurance to compromised employee experience, the net result is a haphazard approach to recruitment that creates a big administrative burden for talent acquisition leaders. And the average talent acquisition leader simply lacks the time or resources to fix these processes internally.



**37%**

of talent acquisition professionals say they have too little time for recruiting<sup>9</sup>

## Two common solutions



### Performance data

Companies should source a centralised store to assess individual worker performance. This enables them to track quality over time and select temps that meet their requirements.



### Pre-qualify staff

Talent acquisition leaders can lean on external partners to assess and validate temp workers and provide a pool of qualified workers with relevant skills - saving time and ensuring consistent quality.

<sup>8</sup> <https://www.discoveredats.com/post/biggest-challenges-in-talent-acquisition/>  
<sup>9</sup> <https://www.elevatus.io/blog/talent-acquisition-challenges-teams-may-face/>



# How *Flex Plus* helps talent acquisition leaders thrive

Flex Plus enables talent acquisition leaders to solve their temporary staffing problems and build a truly “blended workforce”.



## Marketplace of local, verified workers

With access to over 165,000 workers in the Flex Marketplace, it is easy to find suitable workers to fill your rotas, bridge skill gaps, and reduce the time it takes to fill shifts.



## Centralise your entire workforce

Indeed Flex Plus provides an end-to-end labour management system to provide a consolidated view of your entire workforce, from full-time employees and to temp agency workers.





## Improved agency relations

The Indeed Flex team collaborates directly with agency suppliers to negotiate fair terms and pricing for our partners. Our user-friendly VMS also enables smooth collaboration with agencies, as well as direct interactions with individual temps to accelerate negotiations and improve staff experience.



**Omera Hutchinson**



23 shifts completed

A hardworking member who and is really passionate about his job. Always consistent and a great leader...

Well presented

Good communication



Delivery driver



**Lisa Sunderland**



23 shifts completed

Throughout her time with us, she has shown remarkable dedication and efficiency as a warehouse operative.

Heavy lifting

Customer service

Submit rating



**flex** PLUS

Estimated cost this period

Shifts worked

▲ 50/52

Fulfillment rate

▲ 96%

Average

★★

385

hours worked



## Performance metrics and optimisation

Flex Plus standardises agency processes and introduces a rating system to enable greater temp quality control. This forms the basis for sophisticated analytics based on detailed performance metrics, allowing talent acquisition leaders to track and optimise staffing costs with complete visibility of your entire workforce.



# 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.



We provide nationwide coverage across the whole of the United Kingdom



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