

Staffing Services – UK
Carlisle Staffing Services

Closer to clients Whether they are looking for a temporary personnel solution or contemplating outsourcing an entire human resources department, we have to be able to provide what our clients want, when they want it.

Closer to candidates With unemployment down, candidates for temporary and permanent work are in high demand. To satisfy our clients, we must offer the best available people in each of the sectors we serve, and we can only do that by going the extra mile to attract and retain those top candidates.





connect

Our business is relationship oriented. To succeed, we have to connect with both clients and candidates on a personal level, understanding and delivering what they need at every turn.

Carlisle Staffing Services Carlisle Staffing Services has more than 10,000 contracted workers and 5,000 clients in the marketplace for people in professional services, office and industrial and the public services, as well as a developing role in the outsourced human resources market.

Five Sectors As the marketplace for flexible staffing continues to grow, we have moved to better focus on our clients and prospects by creating five distinct sectors. They are: Office and Industrial, Public Services (including education, health and care), Professional Services (comprising banking, accounting, IT, legal and insurance), Specialist Markets (such as retail and events management businesses) and Outsourced Human Resources, where we work on site to provide our clients with staffing solutions. By maintaining this balanced portfolio we have a broad presence in a variety of markets and income streams and are therefore less susceptible to the ups and downs of individual sectors.

Acquisitions We acquired and integrated a number of complementary businesses last year, further improving our position in our target markets. These included The Agency, the acquisition of which was completed in the first quarter; Griffin Personnel in Ireland; and the London-based Hewitson-Walker Limited, which specializes in contract accounting services.

Outsourced Human Resources Increasingly, clients are asking us to come on site and help them develop people-managed service solutions, to take over the responsibility for activities within human resources. Last year, we won a new contract to do that for Enron in London, extended our contract with Andersen across the UK and expanded an already strong relationship with Guinness in Ireland.

Our business revolves around people services and solutions through:

- Attraction
- Recruitment
- Deployment
- Retention

Some of our principal clients are:

- Andersen
- CSFB
- Enron
- Guinness Ireland
- HSBC Bank
- Tesco
- The London Boroughs of Hackney and Haringey



Technology Many of our competitors jumped on the dot.com bandwagon last year. Though we continue to utilize and develop our technology, we made the decision early on that we were not a “clicks” business and the “person to person” aspect of what we do is vital. That is not to say that we don’t make use of technology where appropriate – last year we launched our own intranet and improved the online resources that we offer to job candidates. We are very aware of the strength of our culture and the importance of the human side of the business.

“Smart Entrepreneurship” Though the business planning process and cash management side of our business is centralized, we believe in giving autonomy to our sectors so that we can benefit from their focus on specific markets and opportunities. That focus helps us better penetrate our target markets. To encourage and refine new initiatives, we have a core value of “smart entrepreneurship” which we extend through the use of a review program in which capital and revenue projects are measured against strict criteria. As a result, we can promote creative thinking within the context of our rigorous business standards.

The Right People With unemployment below 5 percent, it’s hard to find qualified blue and white collar workers, and many of those available have a number of appealing options when it comes to work. Attracting and retaining the top candidates is essential to the continued success of our business, and we have been able to do so because we understand and accommodate the needs of a very diverse workforce that includes everyone from the mother who can only work mornings to the contract IT worker. Through word of mouth, the internet and incentive programs, we have created a highly-qualified candidate community that differentiates us from our competitors.

In a tight market, we are doing what it takes to attract and retain the best possible candidates for our clients.

Our people include:

- Accountants
- Administrative, office and secretarial staff
- Bankers
- Careworkers
- Events management and support staff
- Finance staff
- Healthcare staff
- Industrial operatives
- Information technology staff
- Insurance staff
- Legal staff
- Logistics and distribution staff
- Nurses
- School support staff
- Store support staff
- Teachers

Advertising

Examples of some of our advertising campaigns, one in Public Services and one in Professional Services, to attract high calibre candidates (pictured at upper left).

