

acsstaffingsolutions.co.uk



PROVIDING  
**INDUSTRY LEADING  
STAFFING SERVICES**  
FOR YOUR BUSINESS



Staffing Solutions



## WHY CHOOSE US?

As the UK's leading Professional Staffing Solutions, we at ACS Staffing Solutions go above and beyond what is expected of a standard recruiting firm.

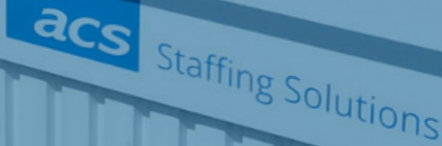
Our team of experienced professionals are dedicated to building strong and lasting relationships with both clients and candidates. We strive to understand your business and its specific needs, ensuring successful outcomes through the strategic placement of suitable individuals. With a nationwide presence across various sectors, we are committed to facilitating the perfect match between clients and exceptional candidates. As a collaborative business partner, we closely align ourselves with our corporate clients' operations across multiple locations in the United Kingdom.



## PASSIONATE ABOUT PLACING PEOPLE



# HELPING OTHERS IS OUR PRIMARY GOAL



# MEET THE BOARD



**Hannah Hewitt**  
Head of Professional Services - MK/Beds/Bucks  
hannah@acsstaffingsolutions.co.uk

An experienced recruitment professional with over 20 years in the industry. Leading a team of talented recruiters, covering both temporary and permanent recruitment UK-wide. Our specialties cover a variety of offerings, from professional/white collar services to logistics perms and all the roles in between. I manage a team that is people-focused, with an eye for identifying top talent for our partners.



**Kim Clayton**  
Head of Professional Services - East Northants  
kimc@acsstaffingsolutions.co.uk

I'm Kim, and I am the Head of Professional Services in our East Northants area. Working with clients and candidates across East Northants, recruiting for permanent roles in a wide range of industry sectors, and at all levels. I have been recruiting in this area for more years than I would like to admit, so I have great market knowledge and some superb working relationships.



**Hellie Wright**  
Co-founder  
helliew@acsstaffingsolutions.co.uk

Hellie founded the business back in 2011, starting with a vision to create a family culture where everyone works towards a collective goal. Starting with a desk, a laptop, and a phone, Hellie has created a team of industry professionals that ensure our clients understand the importance of a service-first culture. Hellie now leads our Professional Services team as well as the overall business.



**Chris Wright**  
Co-founder  
chrisw@acsstaffingsolutions.co.uk

Chris joined Hellie shortly after starting the business with the responsibility of establishing our temporary assignment division. Chris now manages our Managed Services Division, which focuses on our large volume of clients across the logistics and manufacturing markets. Chris loves to network with logistics leaders and work on our D&I partnerships.



**Simone Stanbra**  
Head of Managed Service  
simones@acsstaffingsolutions.co.uk

I'm Simone, and I'm Head of Managed Services. As part of my responsibilities, I oversee and lead the managed service team, which includes the onsite, industrial, and resource divisions on a branch and managed service basis. I provide support and assist the industrial consultants, account managers, and candidate success team in order to support the full sales, resourcing, and servicing cycle for our portfolio.



**Simon Stewart**  
Head of Training Projects & Support  
simons@acsstaffingsolutions.co.uk

Simon is our Head of Training, Projects and Support and also looks after one of our major accounts, which has 5 different sites. He has a sporty background but brings a wealth of experience from different industries to help support the business in achieving its vision for the future.

YOU CAN  
**TRUST US** TO  
GUIDE YOU  
THROUGH  
YOUR **NEXT**  
**STEP**

## OUR SERVICES

As an award-winning recruitment service provider, we offer a comprehensive range of services designed to simplify the hiring process for our clients.

We have the knowledge to meet your workforce demands, whether you have immediate or long-term needs.



Staffing Solutions

**MANAGED SERVICES**



Staffing Solutions

**PROFESSIONAL SERVICES**



Staffing Solutions

**INDUSTRIAL**



**“I’D RECOMMEND THIS AGENCY TO ANYONE”**



Whether a client needs a single hire or a large-scale recruitment project, the Managed Service Team has the expertise and resources to deliver results.

The team is excellent at building and administering Vendor Management Systems (VMS), in addition to their recruitment skills. They have experience working with top VMS platforms and can easily incorporate these systems into a client’s current infrastructure. This makes it possible to handle the recruitment process effectively, including the coordination of vendors, performance monitoring, and compliance management.

**ATTRACT  
ONBOARD  
RETAIN**



The Professional Services Team uses a thorough hiring process to make sure they find the best candidates. This includes recruiting through networking, advertising, screening, and selection, conducting interviews, completing assessments, checking references, and running background checks. They also use their large candidate database. By using such meticulous evaluation methods, the team guarantees that only the best candidates are presented to clients, saving them time and effort in the hiring process.



The Industrial Team at ACS Staffing Solutions has a strong network and database of candidates. The team maintains relationships with a wide range of professionals, including engineers, production managers, quality control experts, supply chain specialists, and other industrial roles. As a result, they can match the skills and experience of candidates with the specific requirements of their clients quickly and efficiently.

# NORTHAMPTON

## A POWERHOUSE WITHIN THE GOLDEN TRIANGLE OF LOGISTICS

Northampton, a historic town nestled in the heart of England, has transformed itself into a modern-day powerhouse within the United Kingdom's logistics sector. Its strategic location and well-developed infrastructure have earned it a coveted position as part of the illustrious "Golden Triangle of Logistics." This designation reflects not only Northampton's exceptional connectivity but also its robust ecosystem that fosters a thriving logistics industry.'

Some of the leading retail brands have chosen Northampton as their distribution base, not only because of its location but also due to its growing economy and thriving employment market.

## UNPARALLELED CONNECTIVITY

Northampton's central location is not merely a geographical advantage; it translates to tangible benefits for businesses operating within the logistics sector. The town boasts a well-developed network of major motorways, including the M1, A14, and M6. These arteries serve as the lifeblood of the industry, providing seamless connections to key destinations like Birmingham, London, and other major cities across the UK. Additionally, the proximity to international airports such as Heathrow, Luton, and East Midlands Airport strengthens Northampton's position as a logistics hub. This accessibility allows for the swift movement of goods not only within the UK but also across international borders.

Alternative methods of transport are also available for our workforce with the introduction of Voi scooters, which provide an alternative to public transport options.

## EMPLOYMENT STATISTICS

Because of the forementioned statistics, Northampton has often trended below the average rates of unemployment witnessed in other areas of the UK. The market is currently flourishing with available candidates within the logistics sector.

Average pay across entry-level roles is tracking slightly over that of the National Living Wage, and premiums are generally paid for shift work and nighttime working.

## A CORNERSTONE OF THE ECONOMY

The logistics industry forms the backbone of Northampton's economic landscape. According to industry reports, approximately 10% of the town's workforce finds employment in this dynamic sector. This translates to a significant number of individuals engaged in the movement, storage, and distribution of goods. Warehousing and storage roles represent a substantial portion (around 50%) of these positions. However, the logistics sector in Northampton offers a diverse range of career paths, catering to both skilled and unskilled workers.

Northampton's logistics sector is actively adapting to these advancements, creating a demand for a skilled workforce adept at navigating the complexities of the modern supply chain.



## INVESTMENT MAGNET AND EMPLOYMENT OPPORTUNITIES

The logistical advantages Northampton possesses have not gone unnoticed. The town has become a magnet for major logistics companies seeking to establish a central base within the UK. Renowned names like Eddie Stobart, Wincanton, and Yusen Logistics have chosen Northampton as their operational hub. Large retailers such as Morrisons and Sainsbury's have also recognised the town's prime location and established significant distribution centres in the area.

In addition to this, a large number of the country's leading retail brands and e-commerce operations have also chosen to operate out of town. Brands such as The White Company, Zara, John Lewis, and Decathlon are all within a central location.

This strong presence of industry leaders further bolsters the sector's growth and creates a multitude of employment opportunities for the local population.

## INVESTING IN THE FUTURE

Northampton recognises the importance of a skilled workforce in maintaining its position as a leading logistics hub. Several initiatives are underway to bridge the skills gap and prepare the workforce for the future of logistics. Local colleges and universities offer logistics-related courses, equipping students with the necessary knowledge and skills to thrive in this dynamic sector. Additionally, industry collaborations with training providers offer specialised programmes designed to address specific skill gaps within the workforce.

The University of Northampton and Northampton College both offer a range of qualifications to support the growing needs of the market.

There are also a number of diversity and inclusivity organisations that support the market with additional labour pools to explore.

# OUR MARKET PLACE



# ABOUT OUR TECH STACK



## VINCERE

**Vincere is a recruitment tech platform created by recruiters, for recruiters.**

Vincere, an industry-leading candidate management system boasting a candidate base of over 20,000 candidates. This comprehensive platform seamlessly integrates client and candidate details, allowing for targeted mailshots to specific talent pools, such as HR professionals, for HR job placements. Candidates have the capability to upload essential documents like right-to-work certifications and compliance forms, which our dedicated compliance team meticulously verifies. Vincere facilitates interview scheduling directly into clients' calendars and enables the storage of candidate CVs. Leveraging bulk SMS texts alongside emails ensures efficient communication. The system offers robust filtering options using tags and skill-based searches, empowering users to pinpoint the ideal candidates. Additionally, users can craft detailed briefs outlining candidate attributes, from skills to salary expectations, streamlining the recruitment process.



## SOURCEBREAKER

**SourceBreaker enables recruiters to make more placements from their existing resources by unleashing the power of AI & automation on vital everyday recruitment tasks.** Reduce the time spent on traditional manual processes and make use of freed-up time to build relationships with candidates and clients.

Complementing our workflow seamlessly, the Source Bot extension integrated with Vincere enables us to specify key skills and radius parameters for candidate sourcing. With this tool, we receive instant notifications whenever a CV is posted on any platform, ensuring that we stay ahead in identifying top talent swiftly and efficiently.



## IDIBU

**Idibu is a candidate attraction software that posts jobs and handles all application traffic from all your favourite job boards & social media.**

Integrating seamlessly with **Vincere**, Idibu serves as an invaluable extension to our recruitment toolkit. With Idibu, we effortlessly advertise our job openings on various job boards and seamlessly track applications directly through Vincere's interface. Automated responses, including thank-you messages for applications, streamline candidate engagement and communication. Additionally, Idibu's flagging system, categorised into red, amber, and green, facilitates efficient candidate shortlisting, allowing us to swiftly determine whether applicants are suitable for the job or not. This streamlined process enables us to seamlessly progress candidates to the next stage or appropriately redirect them to other job opportunities as needed.



## SIGN IN APP

**Sign In App is a modern, enjoyable way to sign in visitors and staff, and book desks & meeting rooms. From smartphone contactless sign in to RFID and QR code scanning.**

Sign In App revolutionises our time management processes with its electronic time sheet capabilities. Not only does it facilitate seamless sign-ins for our workforce, but it also maintains a comprehensive fire register within its system. By digitising these essential functions, the app saves valuable time and significantly reduces the risk of human errors, ensuring accurate record-keeping and streamlined operations. With its efficient features, Sign In App guarantees correct pay for our employees, enhancing overall payroll accuracy and efficiency.



JOHN  
LEWIS  
& PARTNERS

# JOHN LEWIS CASE STUDY

## INTRODUCTION

High staff turnover is a prevalent challenge across the logistics sector, significantly impacting operational efficiency and employee satisfaction. ACS Staffing Solutions has successfully collaborated with John Lewis Partnership to address this issue. Over five years, starting in 2019, we developed and implemented strategies that reduced John Lewis's attrition rate by 23%.

## ABOUT JOHN LEWIS

John Lewis is a renowned British brand of high-end department stores, with outlets throughout the United Kingdom and concessions in Ireland. As a leader in retail, maintaining a stable and motivated workforce is crucial for sustaining high service standards and customer satisfaction.

## CHALLENGES FACED

High attrition rates posed several challenges for John Lewis:

**Operational Disruption:** Frequent high turnover disrupted workflows and consistency in service delivery.

**Financial Strain:** Continuous recruitment and training processes incurred significant costs for retraining, a lack of productivity, and delays in output.

**Employee Morale:** High turnover led to increased workload for remaining staff, causing burnout and further attrition, which in turn affected team morale and productivity.

Recognising these challenges, John Lewis sought a strategic partner to help mitigate these issues, and ACS Staffing Solutions stepped in to provide a comprehensive solution.

## OUR APPROACH

We developed a multi-faceted strategy to address the attrition challenge at John Lewis. Our approach focused on the following critical areas:

### Talent Attraction

**Revamping Recruitment Processes:** We refined the criteria for candidate selection to attract individuals who not only possessed the required skills and experience but also aligned with John Lewis's core values and culture.

Targeted Recruitment Campaigns Leveraged advanced tools and platforms to reach a broader and more suitable candidate pool. (See how our tech stack improves attraction.)

### Onboarding Excellence

**Enhanced Onboarding Programme:** Designed an engaging and thorough onboarding programme that included comprehensive training sessions, mentorship opportunities, and a structured introduction to the company's culture and values.

**New Hire Integration:** We ensured new employees felt welcomed and valued from their first day, which improved their readiness and enthusiasm for their roles.

## EMPLOYEE ENGAGEMENT INITIATIVES

**Feedback Mechanisms:** Implemented regular feedback processes, allowing employees to voice concerns and suggestions.

**Engagement leads:** A continuous support function provided to John Lewis management team and agency colleagues.

**Recognition Programmes:** Instituted recognition programmes to celebrate employee achievements and contributions, fostering a sense of belonging and loyalty.

## DATA-DRIVEN INSIGHTS

**Analytics and Monitoring:** We used advanced analytics to monitor key performance metrics and employee satisfaction levels continuously.

**Adaptive Strategies:** Analysed data to identify trends and areas for improvement, allowing for real-time adjustments to our strategies.

## RESULTS ACHIEVED

The collaborative efforts between ACS Staffing Solutions and John Lewis resulted in a 23% reduction in attrition rates. Key outcomes included:

**Operational Stability:** Reduced turnover led to fewer disruptions in daily operations.

**Cost Savings:** Lower recruitment and training costs due to the decreased need for constant hiring.

**Enhanced Employee Morale:** Improved job satisfaction and reduced burnout among employees lead to a more motivated and productive workforce.

## CONCLUSION

The partnership between ACS Staffing Solutions and John Lewis showcases the effectiveness of strategic workforce management in reducing attrition rates and fostering a stable, engaged workforce. By focusing on talent acquisition, onboarding excellence, employee engagement, and data-driven insights, we delivered significant, measurable results that benefited John Lewis's operational and financial performance.

Are you ready to maximise your staff and reduce turnover rates? Contact ACS Staffing Solutions to learn how we can help your business succeed.



Staffing Solutions

*“ACS have been a fantastic help with our recruitment needs. They take time and care to understand to our requirements and consistently deliver great results. Everyone on the team is helpful and friendly. They work hard, communicate exceptionally and build great relationships. It has been a pleasure to work alongside all on the team. I highly recommend ACS as a reliable resource for any recruitment needs.”*



ACS Staffing Solutions



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