



Richmond and  
Wandsworth Councils

# Recruiting the best to serve the community

Richmond and Wandsworth Councils operate a shared staffing structure, helping them to deliver substantial savings and preserve front-line services.

Diversity and inclusion is a key focus and is woven throughout the recruitment process.

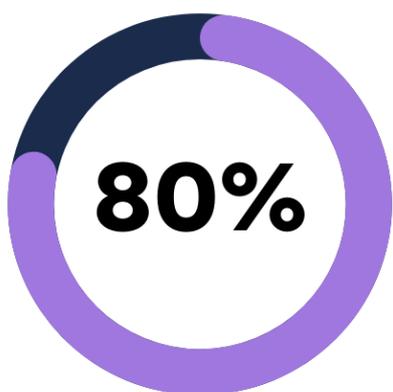
Now consistently meeting their target of 80% of roles filled within 12 weeks.

- 3500 employees
- 840 new hires in one year
- Serving over half a million residents

[tribepad.com](https://tribepad.com)

## The challenge

1. The candidate experience needed improvement and wasn't mobile responsive. Minimising candidate drop off and competing in a challenging recruitment market were central to success.
2. Diversity and inclusion were key considerations but there was no easy way to track hires. Richmond and Wandsworth councils (R&W) were ambitious with a desire to lead on ED&I, limit bias and provide a fair process for all.
3. Identifying what sources to spend scarce resources on was difficult and time consuming.
4. Getting hiring managers from across the councils on board and using the ATS meant that the system needed to be simple and easy to pick up by infrequent users.



Roles filled within  
12 week target

## Our solution

Working together with R&W we were able to analyse current processes and find ways in which to achieve their ambitious targets.

### Candidate experience

Making application processes bespoke to each role means candidate experience is simplified and improved.

The use of Contracts and Onboarding streamlines things for successful candidates and speeds up the joining process.

A fully mobile optimised platform means candidates can manage their profile and search and apply for vacancies using their mobiles and tablets.

Welcoming and inclusive email templates have resulted in positive candidate feedback.

“I really liked the wording used for my invitation to interview. It was a departure from the usual sort of email wording and came across as interested and supportive” R&W candidate

### ED&I

Anonymous applications are used across almost all roles, reducing unconscious bias and promoting a fair and transparent recruitment process.

Detailed diversity reporting means applications can be analysed in depth and diversity and inclusion targets easily monitored.

“The diversity data on offer is rich and compelling and a crucial element of any modern ATS.”

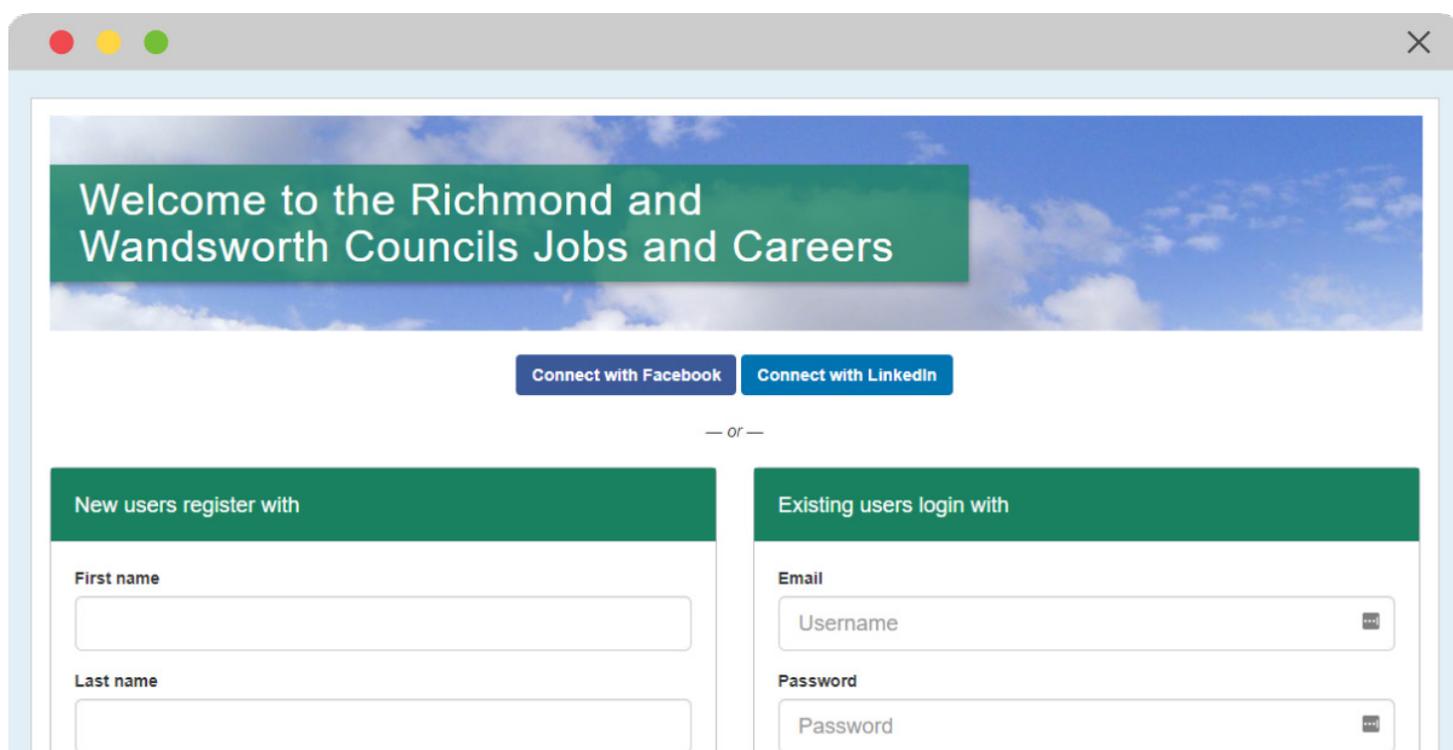
## Hiring Managers

Specific user types keep the hiring manager's view simple and easy to learn. Hiring managers can dip in and out as they need to.

## Reporting

Source reporting made it simple to compare spend and value for money.

“We can see where our spend is giving value for money and this is a huge win at a time when budgets are stretched and scrutinised so heavily.”



The screenshot shows a web browser window with a grey title bar containing three colored window control buttons (red, yellow, green) on the left and a close button (X) on the right. The main content area has a blue sky background with a green banner at the top that reads "Welcome to the Richmond and Wandsworth Councils Jobs and Careers". Below the banner are two blue buttons: "Connect with Facebook" and "Connect with LinkedIn". Underneath these buttons is the text "— or —". The page is divided into two columns. The left column has a green header "New users register with" and contains two input fields labeled "First name" and "Last name". The right column has a green header "Existing users login with" and contains two input fields labeled "Email" (with "Username" as a placeholder) and "Password".

“Tribepad allows the recruitment team to demonstrate the number of jobs advertised by directorate. Crucially we're able to drill down into the various recruitment stages. This is key to seeing where there may be delays, allowing us to identify and fix the issues and improve our service.”



Simon Pollen  
Strategic Resourcing  
& Talent Acquisition  
Manager