

Omni

Agency Handbook



WINNER
Best Managed Service Provider
Recruiter Awards 2008

Omni

Omni Overview

Who we are

Omni is a Recruitment Process Outsourcer (RPO) established in 1997 and winners of the 2008 Recruiter Award for Best Managed Service Provider.

We are entirely independent of any agency and do not have a database of our own. We therefore work with agencies that will produce the best delivery for each separate client, reflected by the individual Preferred Supplier Lists (PSL) which we operate across our clients.

We work alongside HR to deliver into the business and meet regularly with HR and recruiting managers to gain a full understanding of both requirements and the business itself, which we then pass on to all our suppliers.

By working through Omni, you are working with individuals who are dedicated to recruiting and will have a full understanding of the live roles on the account.

Point of contact

Your point of contact for all recruitment for the particular client is your Omni account manager. They will answer any questions you have, provide feedback on the CVs you have submitted or raise any issues on your behalf.

How we resource

Although Omni does not operate its own candidate database, we do maintain individual client Talent Pools, consisting of previous direct applicants and speculative CVs. This pool is searched first when a new role is released.

We also advertise directly on behalf of the client and manage the response to these adverts.

A vacancy will typically be advertised directly by Omni for up to five working days before it is released to agencies.



Preferred Supplier Lists (PSL)

For many of our accounts we operate a formalised PSL. The first tier will therefore receive the requirement before the second tier. The timeframe in which this occurs will be specified once you are formally placed on the PSL and is typically client specific and dependent on the Service Level Agreements (SLAs) we have in place with the client.

What you can expect

Omni believes in transparency of the recruitment process. You can therefore expect open and honest feedback from us, and quick transfer of information from the client to our suppliers.

By using our online applicant tracking system, Omni Assyst, you can monitor the progress of your candidates across the vacancies as well as see how other agencies are performing.

As we are independent, you can also expect that your candidates will be treated in the same manner as any other candidate.

Agency Process

To ensure that we work as efficiently as possible, Omni has a procedure for candidate submission which we ask that you use when sourcing candidates for us.

Speaking to candidates

Candidates must be fully briefed on the company and the role and agree to be submitted before we receive their CV. Benefits packages and salary expectations must also be discussed in the first instance to ensure that they are submitted at the right level and we can set the expectations of the recruiting manager as well as fit in with the salary brackets.

There will be other agencies working alongside you on our accounts. Therefore it is imperative that when you speak to candidates, you mention the client name from the start and discuss a particular vacancy for which they are suitable. This not only helps the candidates decide whether they want to go forward, but enables us to go back to the candidate in any situations where a conflict over ownership occurs. We also ask that you check whether a candidate has ever been submitted to the client previously.

Advertising

When advertising the vacancies you have received from Omni, the client name or logo must not be used. In some circumstances, you may also be asked not to advertise the salary – your Omni account manager will inform you in these instances.

Ownership of candidates

For permanent recruitment and fixed term contract recruitment, once a candidate is submitted to Omni for a particular client, that agency has ownership of the candidate for six months. This candidate will have been fully briefed on the role and the particular vacancy and meet the requirements of the job description. For temporary and contract recruitment, this does not apply. You need only check that they have not been submitted for the specific vacancy.

CV format

To standardize the presentation of CVs, we ask that all agency logos and text, within headers and footers particularly, be removed from CVs before they are submitted to Omni.

Cover sheets

For permanent vacancies Omni require a coversheet to be completed for each candidate (often role-specific). In some cases, the candidate may be required to complete the coversheet themselves, if there are particular areas the clients wants more information on for example. This is then an opportunity for the candidate to expand on what is written in their CV and focuses on the skill sets required for the job.

For the majority of roles, coversheets can be completed over the phone, or during a face-to-face meeting with the candidate, to speed the process up. It is however vital that the information is accurate and free from errors. The completed coversheets are to be inserted into the front of the CV document before being submitted to Omni.

We are looking for at least a paragraph for each answer (rather than bullet points) and answers should not be copied from the text of the CV document.

Age Discrimination policy

For permanent and fixed term contract recruitment, Omni has a policy on CV presentation to ensure compliance with Employment Equality (Age) Regulations. CVs submitted to Omni must have the date of birth removed.

For some clients there may be additional requirements, but your Account Manager will explain this to you.

Online submission system (Assyst)

Omni use a bespoke applicant tracking system which our agencies access to upload candidates and track the progress of their applications. You can also see the performance of other agencies on the roles that have been issued to you through our reporting functionality.

Details of Assyst can be found in the next section.

Feedback

Omni pass on feedback as soon as we obtain it from our clients, whether this is rejection feedback, interview requests, or information on when decisions are likely to be made.

You can track the progress of your candidate by accessing Assyst, however you will be either emailed or telephoned when we have feedback on your candidates.

Working with Omni

We ask that, wherever possible, we have one point of contact within your agency for handling Omni vacancies. This helps us to build up a relationship with you and ensure that we can respond as quickly as possible. We therefore ask that this contact co-ordinates resourcing on your side.

Invoicing

Invoices are to be addressed to:

Accounts Department, Omni RMS Ltd
Ashley House
Ashley Road
Altrincham
Cheshire.
WA14 2DW.

Any queries in relation to invoices are to be raised with our Accounts Department – Julia Thirsk or Natalie Pickard (0161 9294343). As your agreement is with Omni and Omni are responsible for paying supplier agencies, please do not contact the client. Please refer to your agreement with Omni for details of payment terms.



Assyst – Online Applicant Tracking System

The system has been designed to be simple to use so should cause you no additional work when submitting candidates but will save a great deal of time in administration.

You will access Assyst by visiting Omni's main website and logging in using the login details sent by your Account Manager.

EVS	Job Title	Client	Department	Type
1		Test Client	Test	Permanent
2	Account Manager	Omni Resource Management Solutions Ltd	Omni Resource Management SolutionsPermanent	Permanent
2	Account Support Representative	Omni Resource Management Solutions Ltd	Omni Resource Management SolutionsPermanent	Permanent
2	Business Analyst	Test Client	Test	Contract
2	Omni Executive Search Partner	Omni Resource Management Solutions Ltd	Omni Resource Management SolutionsPermanent	Permanent
2	Programme Manager	Test Client	Test	Permanent

Submission process

- Using login details provided, sign in at <http://www.omnirms.com/>.
- Current live requirements should be displayed (you will also see recently filled requirements and requirements on hold).

Uploading CV's:

- Click the question mark in the CV's column by the appropriate vacancy.
- Click "Add Candidate" to upload details of a new candidate.
- In "Application Details" section, complete candidate's details (full name, location, availability, current salary, salary expectations and any comments).
- Upload candidate's CV including cover sheet (browse for CV and attach - files no bigger than 1.0MB). This file **must** be a Word document and all formatting and logos must be removed from the CV.
- Click continue.
- A test may appear if one has been added for direct candidates. You will not need to complete this (as these details will be found on the coversheet), so leave blank and click "done" at the bottom of the page.
- The process is now complete and you will be able to view all candidates submitted for that role. Their status will show as Received, Submitted or Rejected. Any comments will also appear in the view.
- It is possible to edit or delete a candidate after they have been uploaded. Simply click on the candidate's name and amend as necessary.

Equal Opportunity Monitoring:

Some of our clients require equal opportunity information to be tracked for candidates who apply for their vacancies. Assyst provides an Equal Opportunities Questionnaire in order to track this information. Agencies are prompted to email the form to candidates once the CV has been uploaded as part of the application process. Please see the following instructions:

You will upload the candidate as normal and then after you have clicked continue, you will need to select the candidate under the 'Test' heading. Click on the Equal Opportunities Monitoring Form and at the bottom of the page you will be able to send to candidates.

The form is not compulsory, but please ask candidates to fill out where possible.