



# RPO Service Overview

# About Omni

**Omni is a  
multi-award-winning  
recruitment business.**

We believe that talent is everything and the critical driver to an organisation's success. We exist to help organisations shift the dial in how they engage and retain the right talent, enhancing their recruitment effectiveness and return on Investment.

Through our recruitment and talent strategy services, we deliver competitive advantage to our client partners across permanent and contingent talent markets. They benefit from our vast industry knowledge and service flexibility, providing a combination of expertise and capacity that can be difficult to generate internally, yet is so important to meet dynamic hiring demands of any business.

## We offer three key services:

### RPO

Solutions to support growth, managing short-term hiring spikes, or sourcing scarce talent unreachable by conventional channels.

- End-to-End RPO
- On-demand RPO
- Project-based RPO
- Managed Service Provider

### Talent Strategy

Supporting organisations to optimise resourcing effectiveness. We have expertise in end-to-end talent strategy, covering:

- Recruitment benchmarking
- Employer brand & attraction strategy
- Assessment with a strong focus on EDI
- EDI training
- Recruitment training

### Executive Search

Experts in finding the exemplary leadership talent to drive organisations forward. We provide bespoke solutions for our clients, such as:

- Executive Search
- Talent Scouting/ Succession Pipeline support
- Leadership assessment
- Permanent, interim and fractional professionals - delivering high-quality, diverse leadership talent

# Recruitment Process Outsourcing (RPO)

## We Make Recruitment Work.

With almost thirty years' experience, Omni works flexibly to support your business, from managing your recruitment needs entirely, to deploying recruitment expertise that complements your internal TA function, helping you to manage short-term hiring peaks, spiking recruitment costs or source candidates for those hard-to-fill roles.

## 6 reasons you need an RPO partner.

RPO can be a game changer, and may help if your organisation faces any of the challenges below:

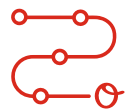
- |  |   |  |
|--|---|--|
| <b>1</b> Inability to scale and flex internal TA functions to meet fluctuating hiring demands. | <b>2</b> Struggling to find the right talent for your organisation, particularly across skills short disciplines. | <b>3</b> Unsustainable recruitment agency costs and time spent managing multiple agencies. |
| <b>4</b> Uncertainty around recruitment tech adoption and integration.                         | <b>5</b> Poor candidate experience and its inevitable brand impact.   | <b>6</b> Inconsistent service delivered to your hiring community.                          |

“We have developed an exceptional relationship with Omni and have been consistently impressed by the high-quality talent they have helped us to recruit. What sets Omni apart is their commitment to building a true partnership, developing innovative and new ways of attracting talent and their understanding of our evolving business needs and culture.”

People and Transformation Director at Ofcom

# RPO isn't as complicated as you may think

RPO is incredibly flexible and can add significant value to any organisation regardless of size. Whether you are a large business or a growing SME, the right RPO partner can make a huge difference in terms of enhanced knowledge, agility, process management, tech enablement and overarching Return on Investment for your talent strategy.



## End-to-End RPO

**Streamlined recruitment solutions tailored for your organisation.**

Our End-to-End RPO solution transforms your talent acquisition through a strategic, enterprise-led approach. We streamline the entire recruitment process across multiple disciplines, leveraging your brand across talent markets whilst scaling up or down as requirements change.



## Project-based RPO

**An agile approach to hiring.**

Project RPO is ideal to help manage fixed-term recruitment needs as a result of market entry, product launches or a new team. Whilst you manage BAU hiring our team will quickly integrate to deliver the project. Once it wraps up there are no lingering costs - just newfound insights.



## On-demand RPO

**Flexibility is key.**

Our On-Demand RPO flexes with your changing organisational needs, providing expert recruitment support exactly when you need it and for as long as you need it. From sourcing niche talent to managing hiring peaks and preventing recruitment bottlenecks you can plug us in without skipping a beat.



## Managed Service Provider

**Elevate your contingent workforce.**

Omni's MSP solution is a service for a contingent workforce that manages agency supply and candidate engagement from one single source. Our MSP solutions streamline your contingent workforce management addressing cost pressures, time constraints, and compliance challenges.

# End-to-End RPO partnerships

## ISS - Visibility, control and cost management

With an over reliance on recruitment agencies proving costly and insufficient technology undermining efficiency, ISS Partnered with Omni to build a strategic, end-to-end resourcing solution tailored to its needs across 13 business units.

Omni introduced a dedicated in-house team and developed efficient resourcing processes. Together, Omni and ISS created an industry-leading Employer Value Proposition to attract top talent, supported by a proprietary Applicant Tracking System and an innovative recruitment marketing strategy to develop sustainable talent pools.

ISS achieved a direct hire ratio of 92% within a year, reducing resourcing costs by over £600,000. Agency reliance dropped to just 8%, supported by a streamlined Preferred Supplier List that cut the number of agencies from 120 to 30 while maintaining full UK coverage. With c.1500 hires annually, Omni's solution reduced time-to-hire to an average of 25 days and improved visibility through a real-time reporting dashboard. Additionally, Omni launched an Online Careers Hub to support ISS's Armed Forces Programme, helping ex-forces personnel transition into civilian roles.



*"Omni's attention to detail, focus on partnership, and excellent communication throughout every stage of the process have added immense value for both employing managers and successful candidates."*

Key Account Director at ISS.

## Ofcom - Enabling growth and EDI outcomes

Ofcom is the UK's regulator for the communications services that we use and rely on each day. In 2020, Omni was engaged by Ofcom, to help it deliver against growth expectations driven in part by its new commitments under the Government's Online Safety Bill. The scope of Omni's RPO work includes all salaried and contingent hiring.

Omni appointed a dedicated team who work directly behind Ofcom's brand, representing their unique culture, vision and values across the talent market. This team is seen as an extension of Ofcom, providing advice and guidance to the business and not just as a supplier of recruitment services.

With c. 900 hires over the last four years, we have worked in partnership with Ofcom's Head of Resourcing Transformation & Governance and their Head of Talent, Leadership & Performance to help execute their talent strategy including significant improvements to EDI outcomes, with ethnic diversity at job offer stage increasing from 14% to 25% during the period, along with a reduction in times to hire from 84 to just 47 days.



*"The level of personalisation of the service stands out for me. This is not just transactional recruitment, this is end-to-end resourcing effectiveness, assessment and action. The results we've achieved speak for themselves."*

Head of Talent, Leadership and Performance,  
Ofcom

# Project RPO partnership

## University of the Arts London - New team set up

UAL approached Omni to deliver a campaign to source key hires within its new procurement function, as part of an overarching change programme.

The requirement included ten hires ranging from a Head of Procurement to Category Managers broadly covering Estates, IT, and Indirect sourcing. The location of the roles (albeit hybrid working) proved challenging given the salary restrictions and the level of demand for similar skills in London. As such, we worked closely with the Interim Head of Procurement and Director of Finance to create a strong Employer Value Proposition (EVP) to underpin the project, which focussed on the organisation's commitment to values-based decision making and ethical sourcing, increasingly important factors for potential employees.

Coupled with UAL's benefits and global reputation, highlighted across various collateral, including Candidate Packs, this EVP proved to be highly effective in engaging both active and passive candidates, with all hires appointed within 40 days.

**ual:**

*"Omni worked with UAL to recruit the entire Procurement team. This was a difficult brief in a short space of time. Their insight and diligence were excellent and approach highly professional."*

Interim Head of Procurement, UAL.

# On-Demand RPO partnership

## Home Office - Scaling at pace

The Home Office faced a major recruitment challenge. Legislative changes had created a significant backlog, and they needed a plug-in solution to manage candidate journeys seamlessly from application through to onboarding and vetting. With critical deadlines looming, it was vital to implement a solution quickly, ensuring candidates stayed engaged and operational requirements were met.

Within days Omni deployed a Candidate Engagement Team (CET) of up to eight employees. This team was dedicated to effective communication with candidates, ensuring they remained engaged and committed throughout the process. At the same time, the CET managed key administrative tasks across Home Office platforms, streamlining processes to reduce delays.

The results spoke volumes, with the CET significantly reducing time to hire and the majority of candidates accepting provisional offers within just 24 hours. Additionally, 85% of candidates reported a positive experience and onboarding journey.



Home Office

*"Thanks to your responsiveness and agility, the Home Office Resourcing Centre was able to quickly establish a brand-new Candidate Engagement Team (CET), which greatly improved our candidate experience and operational outcomes."*

Contract and Procurement Advisor, Home Office Resourcing Centre



# MSP partnership

## Bank of Ireland

Omni partners with the Bank of Ireland to support its ambitious technology transformation by delivering a Managed Service Provider (MSP) solution. The bank faced challenges managing its contingent workforce, particularly for its IT and digital teams, where skill shortages and time-to-hire pressures were significant.

We have implemented a tailored MSP solution, focusing on enhancing visibility, compliance, and cost efficiency in the bank's contingent recruitment. By leveraging our expertise and deploying vendor management technology, we have streamlined processes, improved data-driven decision-making, and strengthened the supply chain.

This partnership resulted in measurable outcomes, including better control over contingent labour, reduced hiring costs, and improved candidate quality. Omni's innovative approach ensures the Bank of Ireland could meet its workforce goals while maintaining flexibility and compliance throughout its digital transformation.





# Why partner with Omni for RPO?



## It's seamless

We embed ourselves into your values and culture, managing the recruitment process seamlessly as an extension of your business.



## It's scalable

Gain access to flexible TA resource, to enable your organisation to swiftly scale to support fast growth or accommodate short-term hiring spikes.



## Brand elevation

We work behind your brand, pulling on levers to attract the best talent ahead of your competition.



## Expertise

Our Recruitment Partners are experts and highly credible giving you confidence that hiring managers and candidates will have an outstanding experience.



## Enhanced ROI

Through our strategic resourcing partnerships, we ensure that talent acquisition drives business value.





# Awards & Accreditations

Omni is recognised in the industry for outstanding achievements in Talent Consultancy and RPO.



Winner  
**TIARA Talent Solutions Awards**  
Talent Solutions Innovation of the Year



Highly Commended  
**TIARA Talent Solutions Awards**  
DE&I Award



Winner  
**CIPD People Management Awards**  
Best HR/L&D & OD Consultancy



Winner  
**APSCo Awards for Excellence**  
RPO of the Year



Winner  
**Recruiter Awards**  
Outstanding Outsourced Recruitment Organisation



Winner  
**Best Staffing Firms to Work for in the UK**



We are proud to be a Disability Confident Employer



We are affiliated with the Armed Forces Covenant



Our ISO accreditations ensure our services are to the highest standards

Get In Touch  
[enquiries@omnirms.com](mailto:enquiries@omnirms.com)  
[www.omnirms.com](http://www.omnirms.com)

Omni Resource  
Management Solutions Ltd

Charter House  
Woodlands Road  
Altrincham  
WA14 1HF



**omni**  
talent is everything