

# Adecco

## Aviation

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Collaborate. Innovate. Elevate

# Innovating through HR Solutions & Technology

**Contact us** to find out how we  
can support your business.

[adecco.co.uk](http://adecco.co.uk)





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## Flexible, specialist, scalable service packages

Adecco Aviation, part of the Adecco Group, has a global portfolio of aviation clients that operate across 15 UK and Ireland stations. We offer a wide range of services in various sectors within the aviation industry including but not limited to:



Aircraft operational ground support



Crewing / scheduling / planning



Cargo



Construction & engineering



Retail



Airlines



Fueling



Airport operations

Using the experience, knowledge, contacts and skills we retain, Adecco Aviation is available on an 'on demand' basis to fully support, automate and project manage any task for any organisation, large or small.

We provide each client with a truly unique solution to meet their requirements. We stand out from the crowd by providing complete transparency in what we do; and work tirelessly to provide a service that offers true value for money.

## Modular approach, simplified solutions

Adecco Aviation is the supplier of choice for a large number of aviation industry companies and provides a bespoke service to each of these organisations ranging from a single one-off candidate placement to the provision of a fully resourced HR solution.

The scope is broad, and is broken down into individual modules which includes the following elements:



### RECRUITMENT

The provision of temporary, permanent and contract staff for both long term assignments and short-term peaks, often with unsociable hours.



### TALENT POOLING

Our dedicated teams work with candidates to understand their personal objectives and to keep abreast of trends. Using specialist software, talent pools are created to enable the best skill match for both niche and business as usual roles.



### SELECTION AND ASSESSMENT CENTRES

Design and delivery of assessment centres and simulations to individuals across a variety of subject disciplines to meet our clients' needs. These range from group assessments for volume hires to more niche specialist roles where there are talent shortages and graduate recruitment.



### ADVERTISING AND SOURCING

Delivering a multi-channel attraction strategy catering for key pre-defined personas, ensuring all target audiences can and will find opportunities; whether tech savvy, or more traditional. Utilising programmatic technology and access to social media to ensure that the widest selection of candidates can be accessed.



### PAYROLL

Operating tried and tested software, with active/passive fall-over protection in scalable cloud-based sites with payroll routinely achieving more than 99.99% planned availability.



## SECURITY AND VETTING

Processing over 3,000 UK airside passes per year while understanding and complying with the myriad of regulations necessary to ensure these checks are delivered on time and consistently. As well as UK referencing, Adecco Aviation is experienced in international reference checks. Candidates have full visibility of the processing of their applications via technology or by verbal updates from their case handler. Chasers are time zone linked and are sent to the respective countries during work hours. Within the group, there is the capability to converse in over 30 languages.



## LEARNING AND DEVELOPMENT

Creation and delivery of a training needs analysis to deliver customised training, both classroom and digital, for candidates to help them to be successful in their roles. This minimises attrition and improves the candidate end-to-end experience. The best way for the workforce to learn is to experience situations. By introducing virtual reality training, we can increase the competency of new starters through simulated real life exercises.



## MODULAR APPROACH

Adecco Aviation spends a significant amount of time working with each of our clients to create bespoke Managed Intelligence (MI) report templates and developing the reporting functionality. This ensures that every aspect of the required MI can be produced online and, where possible, in real-time.



[Contact us](#) to find out how we can support your business.

## Benefits of a modular approach

1

### TRANSFORM

Consulting expertise to enhance the way you work.

2

### DELIVER

End to end support for a new project or on-going service.

3

### AUGMENT

Quickly complement your team with flexible services.

#### Control and visibility

- Insight
- Attraction
- Administration
- Compliance

4

### DEPLOY

Compliance and admin services for improved efficiency.

5

### ENGAGE

Optimise candidate engagement and attraction.

#### Operational excellence

- Flexibility
- Scalability
- Projects
- Specialisation

6

### DISCOVER

Develop deep market insight and data driven business plans.

#### Strategic optimisation

- Change
- Technology
- Efficiency
- Differentiation





## Innovation through technology

Adecco Aviation is leading the talent search by engaging a generation with cutting-edge recruitment tools.

Adecco Group X (AGX) leverages the scale, footprint and expertise of the Adecco Aviation Group to develop new products while scanning the market for new innovations that solve the challenges faced by companies and job seekers today and in the future.

There's no need to buy or develop specialist software, instead just manage one relationship with Adecco Aviation - saving you time and reducing your costs whilst enhancing the candidate and hiring manager end-to-end experience.

Adecco Aviation strives to improve productivity through technical and digital solutions. The world of work is being radically transformed by technology. Candidates searching for work expect to access employment services online or through an app, with technology streamlining the process to make it more efficient, effective and enjoyable. The digital experience has taken centre stage in the HR arena.

At the Adecco Group, we are leading the market by embracing innovation and technology to deliver a cutting-edge range of digital services. From job search apps to virtual reality training, we are setting the agenda and giving our clients and candidates the edge. It's about investing in disruption, being flexible and open-minded, having visionary ideas and implementing them.

### Net Promotor Score (NPS)

Online feedback is collated to provide organisations with insight and transactional NPS scores.

#### Clients

In a recent survey clients were asked how likely they were to recommend Adecco Aviation to a friend or colleague and our NPS score was

91% 

#### Candidates

In a recent survey, candidates were asked how likely they were to recommend Adecco Aviation to a friend or colleague and our NPS score was

95% 

## How can our technology support you?



Real-time communications between candidates, recruiters and employers means quicker approvals and dramatically shorter turnaround times. Our recruiters can converse with candidates through two-way automated conversations while giving them the opportunity to contact us at any point in their bot driven conversations.



Enhanced visibility through the use of pre-defined and consistent communication plans including DocuSign facilities.



More efficient screening and selection process enabling the use of SMS, Facebook Messenger, Line, Twitter or Slack to communicate directly with candidates while providing real-time updates to our recruitment professionals.



We work with our client community to create online candidate rotas via our online scheduling tool to provide 24/7 visibility and insights.



Eligibility to work in the UK – our online technology significantly reduces risks associated with employing staff.



SLA and KPI operational transparency is a key part of our commitment to our clients and this part of the process is managed by specialised technology.



A better working environment is created through social media and technology. Private and regulated social media groups build a team ethos and sense of togetherness.

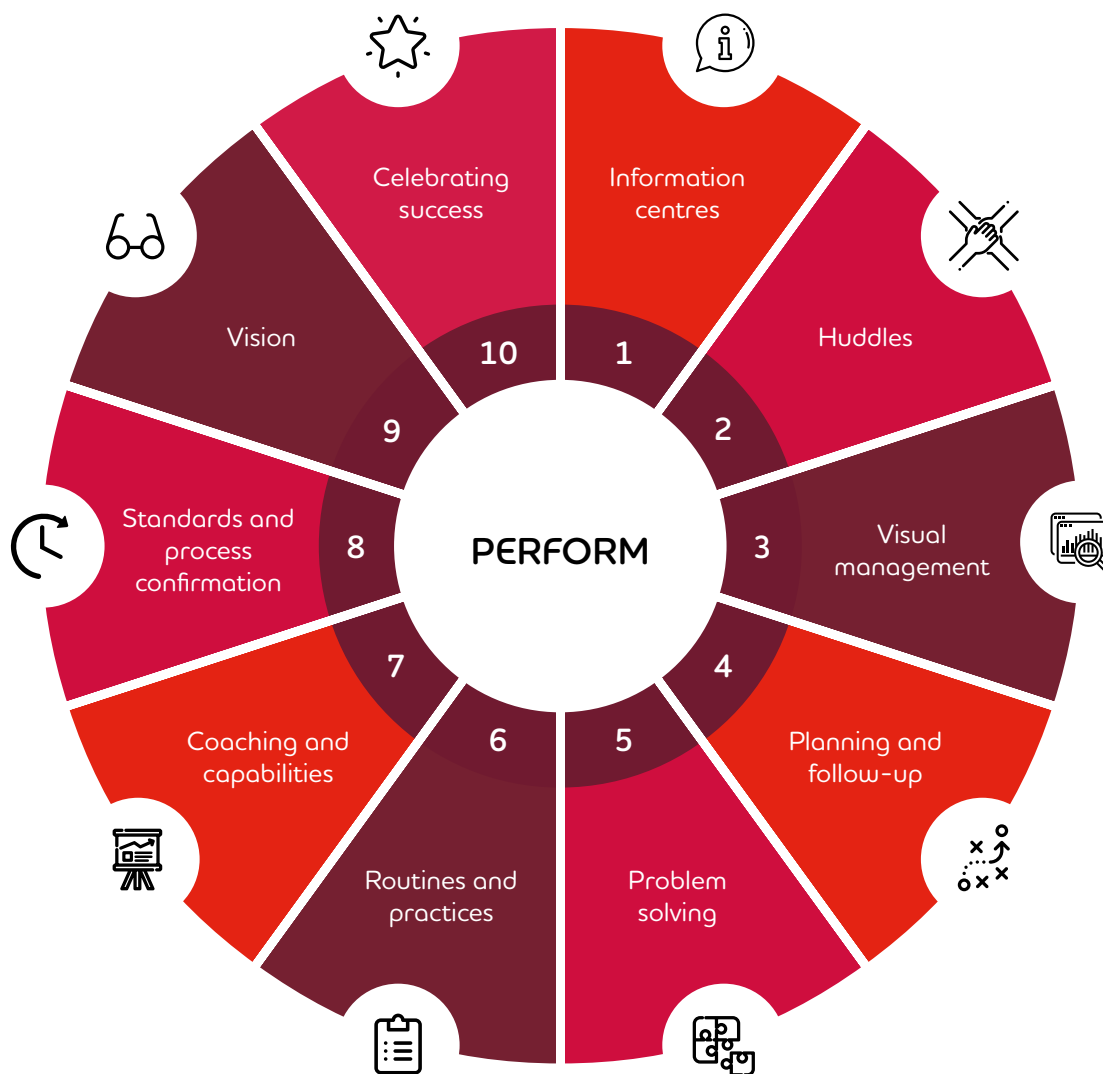


Pre-assignment and continual training can be delivered through gamified tools. These methods are engaging and interactive, increasing the uptake and enjoyment of the training experience.

## Perform methodology: optimising employee performance

All activity is managed via visual communication centres that highlight the KPI's in place. This enables the Adecco Aviation management team to ensure performance targets are being met, to understand performance trends and determine working standards.

Within a recruitment process, 'time-to-hire and time to ID centre pass' tracking metrics would typically be applied from the moment a case is opened. As a separate metric, Adecco Aviation also tracks the specific screening turnaround time broken down by the components of the screening process, helping to forecast 'time-to-hire' accuracies to set standards when developing new staffing strategies.

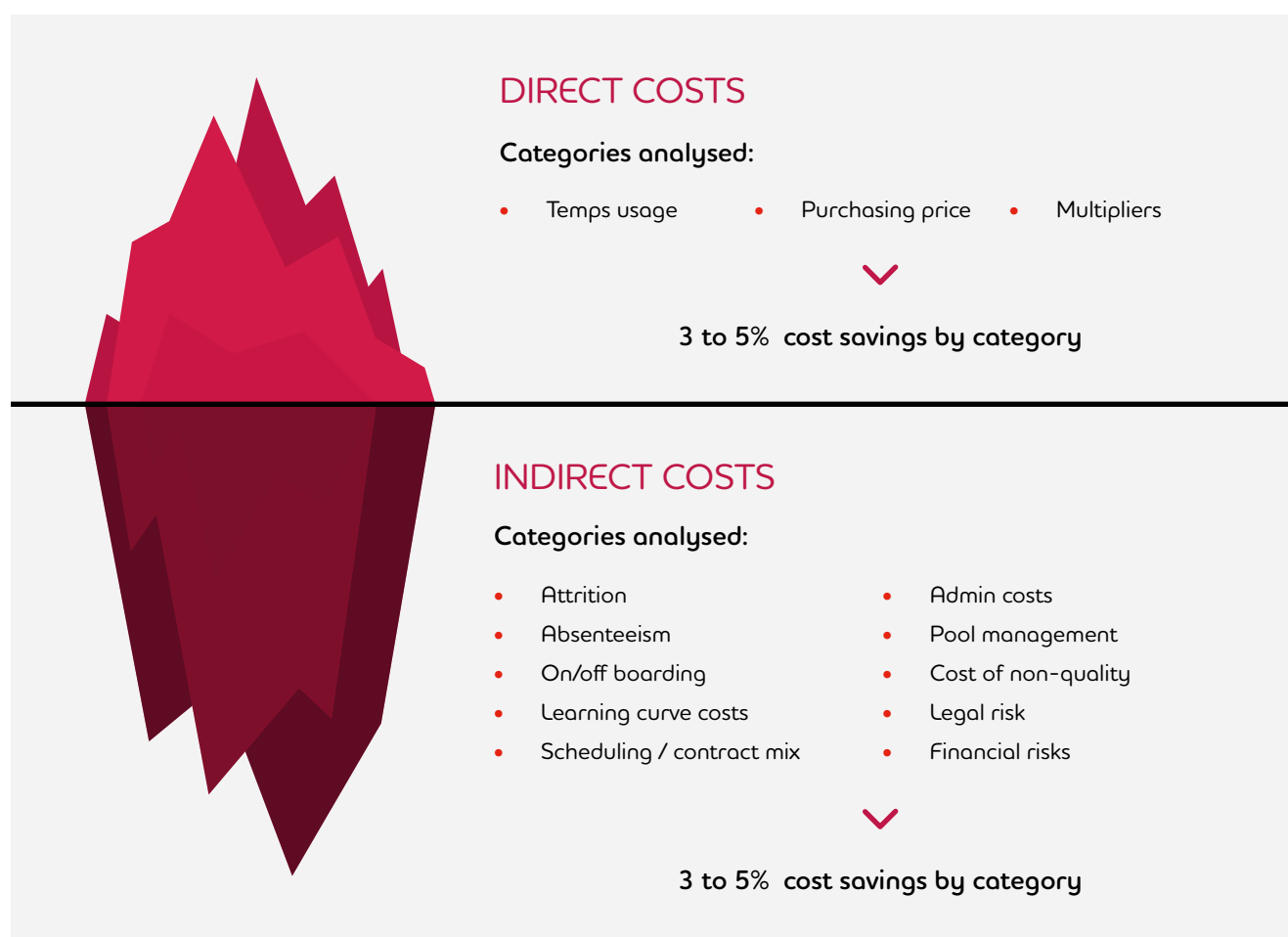


## Total cost of ownership model (TCO)

At Adecco Aviation, we understand that the world of work is changing rapidly and that providing only standard recruitment or referencing services is not enough. We believe our USP comes from driving our clients towards a total-step change in the way they run their businesses which in turn provides efficiencies and savings through our Total Cost of Ownership (TCO) model.

TCO is a system of cost analysis in the process of buying and selling products or services and nowadays, the concept is widely used across different industries.

Our approach to TCO is based upon the Define, Measure, Analyse, Improve and Control (DMAIC) Approach.



At Adecco Aviation, we support our clients through their transformation journey. Our change team works by guiding teams and individuals through change; from piloting new ways of working, through to supporting the realisation of potential and success.

We offer a range of services and modes of engagement to both internal and external customers across the Adecco Group UK. Adecco Aviation's formula for success is to perform, transform and innovate: to perform better than anyone else, to transform our business and the world of work through 'Grow Together', and to innovate by embracing and investing in new frontiers.

## Aligning strategically

Adecco Aviation provides bespoke recruitment campaigns to engage with a true representation of the community in which we operate. The examples below demonstrate the wide range of audiences we typically target:

### Ex-military

We signed the Armed Forces Covenant in 2015 and have strong relationships in place with both the Career Transition Partnership (CTP) and the Reserve Forces & Cadets Associations (RFCA) with a strategic aim of achieving Silver supplier status in 2019.

### Returners to work

We utilise inclusive social media forums. These channels advertise roles audiences such as parents returning to work, professionals returning to work after a career break and carers who have been out of the workforce for a prolonged period.

### Disability

With proven experience in reaching this audience, we were recognised by RIDI in 2017 following our implementation of the Clear Talent Toolkit. This was a redesign of an emerging talent recruitment programme, ensuring an inclusive and fair process for all.

### Social mobility

We have designed an inclusivity assessment programme using data from 'performance in context' and 'up-reach' to attract candidates across the social spectrum.

### Minority groups

We will actively target minority groups in certain areas for example BAME (Black, African, Minority, Ethnic) and women into STEM roles (Science, Technology, Engineering and Maths).

### Passive workers

The Adecco Aviation database contains more than one million candidates across a wide range of skill categories.

For each organisation, Adecco Aviation develops a flexible and wholly customised workforce solution that is designed specifically to develop future talent, with the ability to flex service components and deliver directly into your workforce. Flexible working is fast becoming a desirable pathway for more people and companies. For many young to late career professionals, independent working feels more beneficial than direct employment.



## Corporate social responsibility (CSR)

Adecco Aviation runs a yearly 'Top Talent' programme in conjunction with the Careers and Enterprise Company adviser network in Hertfordshire.

Engaging a generation

Investing in talent

Inspiring and  
educating change

Mark Lewis, Head Teacher, Thomas Alleyne Academy says,

*"The relationship we have built with Adecco Aviation since joining the Enterprise Adviser Network has been extremely successful and has taken our careers strategy from strength to strength. What started as a series of workshops for some of our more challenging year 10s has now evolved into a 'Top Talent' programme so popular with students that we have had to introduce an application process prior to enrolment. This project has galvanised our school and local community into action and moving forward we seek to expand the offer to other year groups and foster deeper ties with local STEM employers including Airbus and GlaxoSmithKline."*





Now in its fourth year, 'Top Talent' has totally transformed the school's careers programme, getting students excited about the prospect of work and encouraging them to evaluate their career aspirations early on. A focus group led by Stuart Smith, Head of Adecco Aviation allowed Ms. Harris, CEO, Careers & Enterprise Company to hear directly from students about their experiences of taking part in the competition and the impact this has had on their career goals. This feedback will be used by the school and its Enterprise Advisers to shape the future of the programme.

Ms. Harris says,

*"The relationship that has developed between Thomas Alleyne Academy and their Enterprise Adviser Stuart Smith from Adecco Aviation is a fantastic example of a great partnership in action. The school has clearly benefitted from being a part of the Enterprise Adviser Network, and I was glad to hear from Head Teacher Mark Lewis and the students themselves about how the school's careers programme has been transformed."*

Adecco Aviation is running the 'Top Talent Programme' in three schools in 2019/20.



### WIN FOR YOUTH

Employees at the Adecco Group track kilometres or time spent doing any sport to make a long-lasting difference to young people across the world.



### CEO FOR ONE MONTH

Our annual programme offers a one-month, internship-of-a-lifetime opportunity for one talented individual to experience life as a business leader at the Adecco Group UK&I.



### MAKE A WISH

The Adecco Group UK&I supports 'Make A Wish', a charity that grants magical wishes to enrich the lives of children and young people fighting life-threatening conditions.

## Success at every stage of the process

Adecco Aviation can demonstrate a successful partnership with our clients' stakeholders to ensure that programme objectives are met, and key performance indicators are achieved.

Our experienced account management team and robust, bespoke account structure provides assurance to each workstream in line with the specifications and timelines.

At Adecco Aviation, nothing is left to chance; our programme plan details our contingencies and how we mitigate risks to ensure objectives are met.

Adecco Aviation has a wide-ranging substantial experience managing large complex HR solutions for clients within the aviation industry.

Using innovation, mobilisation of the programme and scheduling of the workforce for each project is managed by our team of experienced scheduling project managers and our market leading technology.

Adecco Aviation provides a quality workforce via our tried and tested hiring event and assessment centre methodology.

Adecco Aviation attracts the right people by understanding the 'types' of personas suited to each job role and by tailoring the advertising and selection campaign to meet the criteria of each persona type.

Adecco Aviation provides complete peace of mind for all pre-employment screening activity.

Adecco Aviation retains staff for the duration of the project by recruiting the right staff and incentivising them accordingly which is funded within the pricing structure.

Adecco Aviation supports the frontline delivery of the programme and key objectives within our robust operational account structure which is accessible 24/7.

Adecco Aviation keeps communication lines open, mitigating and discussing any risks during the life cycle of the programme.

Performance is managed using a Service Level Agreement (SLA) as a measurement for the success of the project.

Net Performance Indicator scores are used by Adecco Aviation to validate the programme success.

Adecco Aviation has a complete and transparent cost model with no hidden costs.



## Collaborate, Innovate, Elevate

At Adecco Aviation, we work to encourage a culture of partnership with our clients, understanding their ambitions and working alongside them to achieve their potential. The business relationship and delivery model evolve over time through collaboration, sharing business drivers, objectives and their vision for the future. Our vision for our partnership is to take each of our clients on a mutually beneficial journey.

## Contact us

Adecco Aviation  
Resourcing and Referencing Centre  
Solutions House  
Crompton Road  
Stevenage  
SG1 2EE

Find out how we can support  
your business.

**Adecco**  
Aviation

[adecco.co.uk](http://adecco.co.uk)