



weirdly

Weirdly + RACQ

RACQ

RACQ uses values-
assessment to
streamline high-volume
hiring

Time to hire

28 days ▼ **26%**

Talent pool

200

**"It makes our life so much easier, and
saves so much time."**

Nick Leach, manager of talent acquisition

In its 100-odd years, RACQ has broadened its offering as a simple motoring organisation to include financial services and insurances. Nick Leach, manager of talent acquisition, likens the company to a bank, with one very important difference – it's a member-owned organisation, with all profits funnelled back into benefits for the members.

"We're a for-profit organisation, but with a not-for-profit feel," he explains.

High-volume recruitment at low speeds

That broad offering makes for a fairly large organisation, with Nick and his team managing up to 700 hires a year, many of these in high-volume, customer-facing roles, all requiring similar skill sets.

"We have what are essentially three or four contact centres, with a few retail branches too," says Nick. "We were getting high numbers of applications and needed quick turnarounds."

When Nick joined the organisation three years ago, he wanted to streamline how they managed that high volume. Their existing HR recruitment system works fine for head office roles but doesn't have the capacity for proactive talent pooling or mass assessment.



Want more?

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RACQ

Adding values assessment

Improving speed and efficiency was one thing, but Nick also saw they could be including values assessment into their recruitment process, something they couldn't do with their existing system.

"I know all companies say this, but we truly live and breathe our values. Hiring people who do too is as important as skills or experience. We needed to look outside for another solution."

Luckily, Nick already had one in mind.

A perfectly weird solution

Nick had bumped into Weirdly by chance at a recruitment and talent event and was immediately impressed. He filed us away until he arrived at RACQ.

"I thought, this is it. Here's the opportunity to look at Weirdly," explains Nick.

While they investigated other providers like Capfinity and SHL, Weirdly "came out ahead."

"It was the ease of use and the candidate experience that set Weirdly apart," says Nick. "Being a financial service company, we have a lot of regulatory and compliance questions to cover in applications. Whatever we did couldn't add to the frustration. Weirdly was fun, looked good and was quick and easy."

Weirdly customised a pre-application assessment for RACQ to instantly create long lists based on values alignment.

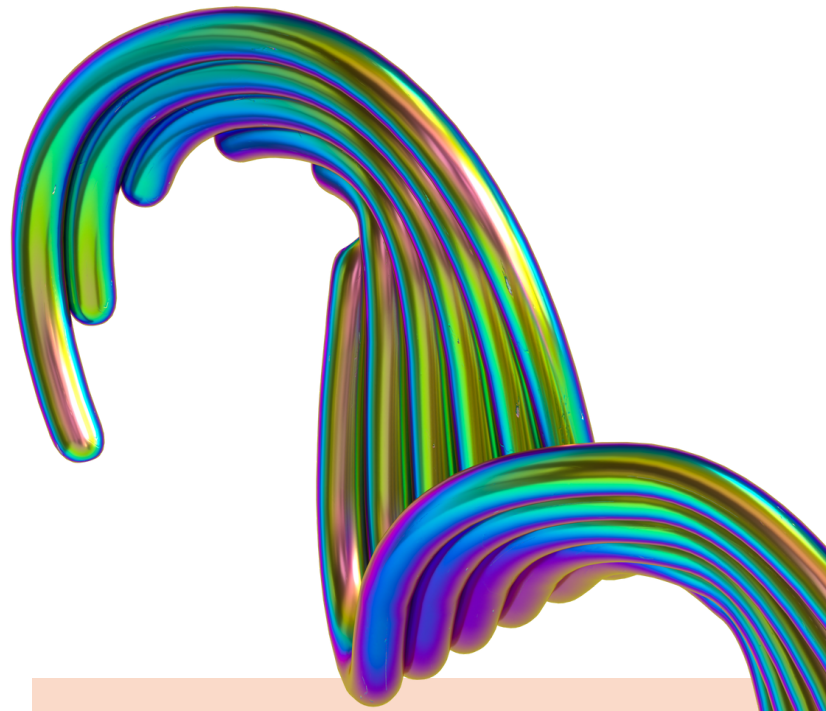
"We liked the flexibility – the other tools you just slapped your brand on. We got a bespoke look and feel and function that suited us."

Once the tool went live, Nick says they started seeing the results almost immediately.

Goodbye bias

For RACQ, removing bias from the recruitment process is another plus.

"We're doing a big push on it now and Weirdly is great having a tool to support that – it's all automatic and based on fit, so there's none of that unconscious bias creeping in," says Nick.



Recruitment a week faster

Automation, a talent pool and instant longlists through Weirdly have made RACQ's high volume recruitment faster and more effective.

"We're hiring people a week faster than we were a couple of years ago. And Weirdly has been a big part of that," says Nick.

He says that efficiency is particularly important when his team gets urgent requests for more staff.

"Pre-Weirdly, we'd have to put up an ad, go through responses – that loses a week. Now we've got Weirdly always actively building the talent pool, so we have 200 potential applications pre-screened and ready to go."

Nick says he can just jump into the system, grab out shortlisted applications and move them through the process.

"It makes our life so much easier, and saves so much time," says Nick.

That has helped build the profile of the talent team within the organisation.

"Being agile, being able to respond fast, it makes a huge impact on how we're perceived."

He also appreciates the expertise brought by the Weirdly organisational psychology team that worked closely with RACQ's head of organisational development to create the assessment.