



End to end RPO service for healthcare recruiters

Delivering process excellence across your business

- ✓ *Back office recruitment services*
- ✓ *Frontline recruiter support*
- ✓ *Finance, accounts and payroll*

www.qxrecruitment.com



Delivering process excellence across your business

QX Recruitment Services has provided a range of services for healthcare recruitment agencies since 2004 and in that time has recruited thousands of personnel, formatted countless CVs, cleansed numerous databases and helped our clients time and time again to mitigate the pressure on their margins and expand their businesses.

We specialise within the healthcare recruitment sector and have developed unique expertise which enables us to make a huge difference to our clients' businesses. We understand the challenges faced in supplying the NHS and are geared up to remove some of the daily stress to put you in a more competitive position.

Right shoring your services isn't just about cutting costs – it is more about a transformation in the way you operate. You maintain your expert staff to do what they are best at and we look after the background work; the sifting through CVs, the checking of contact details, the reference chasing – the jobs that divert the attention of your recruitment teams. QX Recruitment Services help you to operate in a quicker, leaner and more efficient way so you can maximize the available profits.

About QX Recruitment Services

QX Recruitment Services is a division of the QX Ltd group and an experienced provider of recruitment and associated support services into the UK recruitment sector. We operate across many industries but are firmly established within the healthcare sector. We've placed thousands of candidates through our client agencies using dedicated teams to provide client confidentiality, excellent working relations and a tailored service which matches requirements. We've also provided them with process assessment and improvements, payroll and accountancy services, undertaken their compliance work and been their out-of-hours team so they can offer a 24-hour service. Our teams of fully trained recruiters, administrators, managers, accountants and trainers are based in high tech offices in Ahmedabad and Baroda in Gujarat, India.

QX Ltd, a North Yorkshire based private limited company established in 2003, specialises in providing outsourcing services to a range of private and public companies in the UK, USA, Australia and India. QX's Indian subsidiary is known as "QX KPO Services Private Limited".

International recruitment licence

QX is one of a select few organisations in India that holds an international recruitment licence. This enables us to provide a superior service when it comes to sourcing and migrating candidates from India to the UK. Recruitment companies who wish to recruit from India can partner with us and benefit from this enhanced service.

Security and quality management system

We have achieved certification from the globally recognised ISO 27001:2013 for our information security management system and ISO 9001:2008 for our quality management system, clearly demonstrating our commitment to process effectiveness and data security.

Quality supplier

QX has received numerous industry awards including being listed on the coveted IAOP Global Outsourcing 100 – the annual listing of the world's best outsourcing service providers. We are proud members of APSCo having undergone their rigorous assessment process.

What we offer

When you work with QX Recruitment Services, you are partnering with experts who will take care of your complete recruitment process and back-office functions including finance and accounts, leaving you the time and space to grow your business and concentrate on driving better business outcomes.

QX has experience of supporting businesses like yours through our 360-degree recruitment services. We work across borders and time zones without sacrificing quality and accountability to help you to gain advantage over your competitors.

We offer our clients:

- Increased efficiency (Six Sigma Principles based processes)
- Robust internal training division
- A consistent and predictable recruit-to-hire process
- Dedicated service model (not a shared service)
- Structured governance methodology
- A scalable module
- Proven transition approach

We work hard to enable our clients to maximize their own profitability, retain business and engender their own competitive advantage. We are able to deliver innovative, high value and often bespoke services to our clients to meet their recruitment, resourcing and compliance needs. With a team working directly for you we are able to build clear understanding of how you work, your own client base and are thus better placed to meet yours and your clients' requirements.

From our years of experience, our recruitment teams have in-depth understanding of the requirements of the doctors, nurses and allied health professionals within the healthcare sector and how to look after them for you. We can speak the healthcare sector 'language', understand the acronyms, compliance requirements, know the difficulty in obtaining references from busy Consultants and therefore know how to make a difference for you.

We provide a full menu of services providing end-to-end recruitment outsourcing with clients able to pick and choose the elements which will add the most value to their own offering:

Candidate generation

- CV searching
- Headhunting/executive search
- Job posting
- Advert creation
- Social media recruitment

Preparing candidates

- CV formatting
- Compliance and background checks/screening
- Reference chasing/checks
- Interviewing and scheduling
- Personality testing

Managing the process

- Database cleansing/re-generation
- Out of hours cover
- Timesheet processing
- Payroll
- Finance and accounts
- Data administration services

Accounts & finance and payroll

We are specialists not only in the front and back office skilled recruitment processes, we can also deliver high level business performance through an efficient and effective finance and accounts service. Cost reduction is invariably the priority, but driving efficiencies without reducing quality is also high on the list as is delivering complex and judgment oriented functions. We've run recruitment agency payrolls for years and for some of the biggest players in the industry. We can provide everything from a straightforward pay & bill service right through to a full finance and accounts team, reporting directly to you.



Qualified staff

All new team members complete our rigorous recruitment training academy course before connecting with any clients or candidates. The academy provides training to our employees to improve their effectiveness and deliver greater results to our clients. Specific task training is also undertaken to ensure the new team members are fully prepared for their recruitment roles.

A number of our team members are Lean Six Sigma graduates. They utilise their Six Sigma training to systematically assess and improve our clients' processes, increase their efficiency, and eliminate unnecessary complexity. This brings numerous benefits such as the elimination of non-value-add steps and the reduction of defects and variations which results in more efficient processes, and a stronger bottom line.

QX Recruitment Services team members are experienced recruiters and administrators.

Build Operate Transfer Model (BOT)

For recruitment agency clients looking to launch or extend their operations overseas, we provide the build, operate, transfer model. We are at your service to help you to build the physical infrastructure, hire suitable resources, run your processes and operations effectively and then transfer the operation into your own hands.



Build

We set up your team and the required infrastructure with your full involvement. We can provide appropriate office space and equipment to make that initial transition as easy as possible.

Operate

We operate the division for you or with you while you benefit from the cost and process efficiencies it delivers.

Transfer

Once your overseas division is up and running and operating effectively, you have the option to transfer the operation into your own hands. We have a number of options available with varying levels of support.

We remain on call to help as you develop your company and our other divisions are available to provide services to support you such as payroll, finance and accounts, software development or even further assistance with the establishment of your business concern through our QX Corporate Advisors division.

With a BOT model it is very easy to see and understand the benefits we are able to deliver with our offices in the UK and USA and the delivery centres in Ahmedabad and Baroda in India. This is the most suitable model for those companies who want to replicate their business models overseas but with a team of their own employees.

Security systems / data protection / infrastructure

Client confidentiality is paramount; each team is located within a separate office with entry-card access. Crossing data is forbidden.

Information security is critical for every company and organisation. At QX we take data security and confidentiality very seriously and have world-class infrastructure and robust procedures in place to protect your critical information from unauthorised access.

QX operates a best-in-class standard for information security that ensure appropriate safety controls are in place to securely protect clients' critical information and intellectual property.

We follow information security guidelines which include:

- Access cards and biometric login for all employees
- Confidential, non-disclosure agreement is signed by each employee
- Data access is restricted to authorised users only
- All methods of data transfers to external sources are controlled
- SSL secure network and electronic locks on every access
- Anti-virus software
- 24x7 CCTV monitoring
- Regular security audits

For a next-room telephony experience we use an IPLC (dedicated point-to-point connectivity) communications system to speak with our clients. This not only provides an excellent communication medium, it occurs at UK local rates so you don't need to worry about phone costs.

Virtual communication in the form of face-to-face meetings is possible through a video conference facility.





Benefits with QX Recruitment Services

- We offer a dedicated resource model and not a shared service (ie, where one staff works for multiple clients which affects the quality of services delivered).
- Flexible hours to meet business needs and prompt turnaround.
- Guaranteed delivery times.
- UK working hours to match your own.
- Out of office provision – we can contact candidates at times convenient to them.
- We can take care of the core and non-core functions of the recruitment agency business so you can add value to your clients.

We are confident we can deliver return on investment to you so you can deliver an enhanced service to your clients

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QX Recruitment Services had been successfully supplying a range of support services to another division in our group of companies for some time so we approached them to see what help they could provide for us. A trip to their offices opened our eyes to the extent of their capabilities and how they would be able to assist us. They have genuine healthcare sector knowledge which made a real difference in understanding our requirements and the speed with which they could implement a service for us. After in depth discussions, they now work alongside our existing recruitment and compliance teams across the UK, providing compliance support work, database cleansing, job posting, online and mobile application screening, pre-interview calls with our healthcare workers and are managing a uniform invoicing service; key services which enable our recruitment and compliance teams to focus on what they need to without distractions.

We are delighted with the transformation they have delivered to the way we operate – I definitely recommend them.

**Sara James, Operations Director,
Thornbury Nursing Services**

For more information on the transformation QX Recruitment Services could make to your business, please call us on **0845 838 2462** or email **contact@qxrecruitment.com**

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