

Case Study - Talent Acquisition

The successful placement of an Administration Officer within the Tschirpig Conveyancing team

SETTING THE SCENE

Tschirpig Conveyancing are the largest professional conveyancing firm in Darwin, working with a broad range of clients across the Northern Territory to ensure the smooth delivery of property transactions. Locally owned & run and with a track record of delivering quality results for our clients for over 25 years, they pride themselves on providing local expertise, detailed conveyancing knowledge and personalised service.

Due to business growth, Tschirpig Conveyancing engaged Moore Australia to manage their recruitment process, to source a suitable Administration Officer to manage the daily front-of-house operations.

THE MOORE DIFFERENCE

Moore Australia are able to partner with you to manage the full end-to-end recruitment process or add value through tailored engagement strategies. Our expertise includes

- understanding our clients' business,
- recruitment marketing,
- executing search strategies,
- developing strong candidate relationships and understanding their key drivers,
- managing phone screen and interview processes,
- background and reference checking,
- offer negotiation and onboarding.

Our primary goal is to work closely with our clients to act as an internal recruitment partner, to secure high-quality talent, which enables our clients' businesses to thrive. We're also committed to understanding our candidates' career goals in detail, so that we can assist them in following their desired career path.

Our team worked with the client to manage the end-to-end recruitment process, from taking the initial job brief through to drafting the contract and ensuring the smooth onboarding of the successful candidate.

THE PROCESS

1. To begin, we met with the client to take a detailed position brief, understanding the business needs, timeline and key selection criteria for the ideal candidate
2. Using the information from the brief, we then drafted a job advertisement, and following approval from the client, posted the job advertisement on multiple channels and undertook market mapping processes
3. We contacted suitable candidates with relevant experience for the role and managed all incoming enquiries
4. We screened each application and shared suitable applicants with the client for review and feedback
5. Based on the client's feedback, we conducted initial phone screening calls with all mutually agreed suitable candidates
6. We then provided summaries and recommendations to the recruitment panel for each phone screened candidate, recommending a select few for interviews
7. Throughout we were keeping candidates updated and were able to coordinate feedback and set up interviews with selected candidates
8. In preparation for interviews, we developed a set of interview questions which were focused on the key selection criteria
9. We then managed and facilitated each candidate interview from start to finish, with involvement of the client
10. Following the interviews, we then spoke with each candidate to understand their feedback, see if they had additional questions and provide an overview of the next steps in the process
11. We provided our feedback to the client and had an in-depth discussion to understand their feedback, reservations, etc, and provided each interviewed candidate with verbal feedback
12. Once the client had nominated their preferred candidate, we undertook two thorough

reference checks to qualify their skills and experience

13. Upon successful completion of both reference checks, we confirmed an appropriate offer with the client and verbally offered this to the candidate – which they accepted
14. We then drafted the employment contract, which was approved by the client and sent to the candidate for final sign-off. As part of this process we managed any questions and negotiations
15. We also ensured that we had contacted each unsuccessful applicant to update them on the status of their application
16. Finally, we kept in touch with all parties to answer any other questions which arose throughout the candidate's notice period, before their first day

THE OUTCOME

Two weeks after having taken the job brief, we were able to identify a suitable shortlist of candidates for Tschirpig Conveyancing to consider for the position.

Soon after this, we had completed our initial phone screening stage and met with multiple candidates for client interviews.

After a competitive interviewing process and much deliberation, we were able to identify the most closely suited candidate – who accepted our offer.

From understanding the job brief to having the preferred candidate sign their contract, the end-to-end process took four weeks to complete.



About Moore Australia

At Moore Australia, we are dedicated to transforming businesses through innovative, strategic and bespoke Human Resources solutions.

With a team of seasoned experts, we offer a comprehensive range of services designed to assist in navigating the complex employment relations landscape, elevate your organisation's HR practices and drive success. Our bespoke solutions empower businesses to navigate complex HR challenges, optimise performance, and create a thriving workplace culture.

Find and contact your nearest advisor by scanning the QR Code, or visit our website: www.moore-australia.com.au/hr-services

