



# hireful.

## case study: become.

smarter hiring and stronger ED&I.

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introducing hireful has allowed us to focus on increasing the quality of our recruitment process, and has really helped us to recruit some brilliant new colleagues - the system makes managing large numbers of applications for our jobs so much easier.



David Partridge  
Director of Finance & People



### favourite feature: pre-screening questions.

By asking certain questions upfront, the team can quickly identify applicants that don't meet the role criteria, and focus their time elsewhere.

### who are become?

Become is the national charity for children in care and young care leavers.

sector: NFP  
company size: 11-50

### challenge.

Before hireful, Become used a basic recruitment system. While this came with the benefit of applicant anonymisation, it lacked proper tracking and customisation. The charity identified the need for automated workflows, better tracking and reporting on things like ED&I and a way to automate job advertising.

### solution.

After speaking with Jess, hireful's Charity Sector Lead, it was agreed that the **grow plan** would be the ideal solution to give the team the extra insight and flexibility they were looking for. Their new ATS (Applicant Tracking System) allows them to customise emails to applicants, remove candidates early on who don't meet basic criteria, and offer self-serve interview booking – a real time-saver for a small and busy team.

At Become, the team place a strong focus on increasing the diversity of their workforce. This was a major draw of hireful, as anonymised applicant data helps to minimise bias, while advanced ED&I reporting highlights what's working well and where improvements can be made.

Advertising had previously been a manual and time-consuming task, but now the team can release roles through hireful with just a click, with all the admin taken care of. Applications then arrive directly into Become's ATS, ready to be reviewed.

One of the things the team at Become have been most impressed with is how straightforward the implementation process was. The hireful team were able to deliver a solution that matched their exact needs, without unnecessary complexity.

### benefits.

#### ED&I focus

Enhanced reporting, along with other ED&I focused features, help Become work towards their diversity goals.

#### save time on admin tasks

The team no longer have to spend time on tasks like posting to job boards and scheduling interviews.

#### improving the recruitment process

Increased automation frees up time to focus on providing a quality recruitment process

#### better candidate experience

Feedback from new hires is that the process and communication has been very smooth and consistent.