

corehr

CUSTOMER SUCCESS STORY

University of Oxford
**Reduce Recruitment
Advertising Costs
by **72%** with CoreHR**



Industry: Higher Education
www.ox.ac.uk

The University of Oxford is one of the world's leading universities with 12,500 employees and over 22,000 students. **The institution was ranked the Number 1 University in the UK and second in the world** in the Times Higher Education World University Rankings 2015-2016 and has numerous other prestigious accolades. According to the 2014 research excellence framework, the official UK-wide assessment of all university research, Oxford has the largest volume of world-leading research in the country.

In 2008, the University went to market for a new HR system to replace their legacy system that no longer met their unique requirements and had a number of manual, paper-based processes that proved inefficient throughout the organisation.

A lack of standardisation of HR and payroll processes across the University resulted in silos of information and inconsistency.

Following an extensive tender and procurement process, the University of Oxford selected CoreHR to provide a fully integrated HR, Payroll and Recruitment solution. "We considered that CoreHR could provide a fully integrated solution with the functionality we were looking for. They demonstrated a good understanding of the requirements of the Higher Education sector and had an experienced team which was needed to successfully complete such a high profile project", said Anne Harkness, Head of HR Operations at the University of Oxford.

Benefits

- 72% saving on recruitment advertising costs
- More effective decision making
- Transformation change to HR processes

"CoreHR has streamlined and improved the University's complex HR processes whilst providing a user friendly online solution that conforms to modern best practices in HR and Recruitment"

Anne Harkness,
Head of HR Operations,
University of Oxford



72% Saving on Recruitment Advertising Costs

With such a prestigious reputation around the world, the University of Oxford receives large volumes of job applications, processing approximately 60,000 applications and onboarding 2,900 new starters in the last year alone. CoreHR's Recruitment solution has enabled the University to attract top calibre candidates, advertising roles online and providing an engaging applicant and onboarding experience.

With Recruitment, applicants can create their own profile, search for

vacancies, apply for jobs and engage with the University all through the Oxford website. "With Recruitment, we can consistently and easily collate job applications. Our most valuable recruitment tool is our own website, enabling us to reach and attract top talent" stated Anne.

CoreHR's Recruitment solution is saving more than just time for the University. Within two years of implementation, job advertising costs decreased by 72%, a saving of £560,000 and CoreHR has

supported the University in achieving this. "The software supported us on our initiative to move to online recruitment and away from print media. Prior to 2010, the University job advertising spend was primarily with newspapers" said Anne.

With CoreHR's Recruitment solution, the University can analyse trends in applicant behaviour and this information can then be used to help departments decide how best to advertise in the future.

Improved Reporting Abilities for More Effective Decision Making

Having instant access to real-time data to aid in better decision making is increasingly important for organisations and CoreHR's Analytics solution provides exactly that. The University can now make more informed decisions on key areas such as investment of resources. They can predict and understand the business needs and quickly create accurate reports at an organisational and departmental level.

"There is now a consistent view of all data across the University as the different departments are all working off the same data set. Teams have access to pre-defined reports so they can see the information they require and centrally we can access the same data at the click of a button" said Anne.

HESA, CoreHR's dedicated reporting module for Higher Education Institutions, has provided the University of Oxford with a user friendly, customisable and flexible solution for collating data for the yearly Higher Education Statistics Agency (HESA) submission. HESA is a central source for higher education statistics in the UK and requires all universities to report on detailed data in their returns annually. CoreHR's HESA reporting module collates, validates and formats the data into HESA compatible file layouts ready for uploading.

"The HESA submission process is a big undertaking for the university every year. Reporting requirements can change year on year and, being a big

University, that involves a lot of data. With CoreHR's HESA reporting module, we can easily extract the information required to meet government requirements and are finding that the process becomes more straightforward every year" stated Anne.

HR Operations Transformed

Being such a large University with a complex devolved structure, CoreHR has provided an automated solution that has standardised policies and processes across departments. This has resulted in better quality of data and increased operational efficiencies.

“Before CoreHR, each department completed and submitted paper forms for payroll, HESA and pensions information. This was not ideal and carried with it all the risks associated with manual processes. Now information, once approved, immediately runs through to payroll for processing. It no longer takes 2 to 3 days for paper forms to be sent to the payroll team via our internal postal system” said Anne.

“Since going live with CoreHR, standard processes operate at the department level. The HR, Payroll and HR Information teams can now focus on monitoring and overseeing tasks that add real value to the University.

Our quality and review procedures provide assurance in the quality and accuracy of our data. We have a single view of data, ‘one version of the truth’, and have reduced the chances of human error and the associated costs that come with that” stated Anne.

Looking to the Future

Moving forward, the University of Oxford expects to realise even greater benefits as they continue to take advantage of CoreHR’s advanced HR technological capabilities.

“CoreHR has been a game changer for us in how we operate. The next step for us is the deployment of

employee self-service which we are very excited about. We continue to have a strong relationship with the team at CoreHR and are working with them to provide the best HR solutions available” said Anne.

CoreHR Solutions

- Recruitment
- Payroll
- People Management
- Analytics

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