



RESOURCE SOLUTIONS

# Retaining critical long-term resources with Workforce Consultancy

## OUR CLIENT

Our client is the world's largest mining company with 56 sites around the world and 100,000 employees. Their products serve as vital components in nearly every facet of modern life, supplying the essential metals and minerals that contribute to building a more sustainable future.

## THE CHALLENGE

The introduction of a contractor tenure policy to reduce co-employment risk created a threat to the continued engagement of contingent workers at our client. The policy-mandated departure of these valued, experienced contractors - who made up a significant segment of the technology workforce - would have caused significant disruptions to the business. With a diverse range of skills in programming and development including specialised roles such as DevOps, developers, solutions architects, software engineers and business analysts, their expertise and two years' of organisational knowledge made their retention a critical business continuity issue.



## THE SOLUTION

Resource Solutions successfully transitioned 62 highly-skilled contingent workers – operating via Limited Companies and Umbrella arrangements - to our Workforce Consultancy model under a permanent employment contract with Resource Solutions. This enabled our client to retain this pool of key talent and ensure subsequent business continuity.

### 1. **Employment risk management**

Resource Solutions managed all employment and compliance risks, streamlining the hiring and onboarding process to ensure a smooth transition. The Workforce Consultants have ongoing access to dedicated support staff including a Service Manager for pastoral issues, ongoing learning and development, and a help desk for HR and payroll-related queries.

### 2. **Retention of niche skills and knowledge**

Whilst contractors will often move on to pursue opportunities elsewhere, this programme secured the individuals for a minimum of 12 months which prevented the loss of valuable skills and provided employment stability for the consultants. Resource Solutions conducts regular performance reviews to ensure their alignment with the client's goals and facilitate their skills development.

### 3. **Flexibility and security**

Our Workforce Consultants are exempt from any tenure restrictions or IR35 legislation, meaning they can continue to be deployed on the assignment without restrictions or risk exposure. In addition, where a permanent role becomes available in the future, they can seamlessly transition to the client's permanent headcount without additional cost. Should the assignment come to an end the Workforce Consultant would return to Resource Solutions for redeployment to a new client assignment. This model therefore provides the full flexibility associated with Contingent worker hiring.

### 4. **Ongoing training and support**

Across Technology, Learning and Development is critical to keep skills up to date. Ongoing training enhances knowledge and aligns the consultant's career growth with the needs of the client to ensure continual value is provided. Regular workshops focusing on pay, pensions, and the Resource Solutions Learning Academy are helping consultants maximise their benefits. There are regular community and social events and benefits, including award ceremonies for recognition.

## RESULTS

- 100% of the contractors transitioned to be employed as Workforce Consultants for the first initial 1-year deployment. 11% of the group later took opportunities to join the client's permanent headcount and a further 71% continued into an additional 1 year extension. This resulted in an impressive retention rate of 82% over two years, surpassing the industry average of 58%.
- By retaining experienced contractors as Workforce Consultants, our client preserved critical skills despite the protections provided by a contractor tenure policy which previously restricted their ability to be retained. Resource Solutions maintains the responsibility and burden of managing employment and compliance matters, removing risks related to co-employment, Agency Worker Regulations (AWR), and IR35.
- The Workforce Consultants now receive a competitive salary, alongside all the benefits of working for a leading outsourcing company including full medical insurance, life insurance and critical illness cover as well as generous holiday entitlements and access to Resource Solutions' global professional connections and rewarding career pathways. A dedicated Service Manager is available 24/7 to support and provide pastoral care, and our consultants have access to a full suite of learning and development programmes.



## CLIENT TESTIMONIAL

"Resource Solutions truly operated as a partner through this project and executed to plan, providing timely updates and working with our financial advisors to resolve complex compensation queries. I have been very happy with the management and support provided."

**PMO Manager**

## CONSULTANT TESTIMONIAL

"The team delivered a great service and had a straightforward, friendly, and efficient approach to handling queries. The transition was seamless and smooth, and any small issues that arose were promptly and effectively addressed."

**Developer**



A B O U T

## Workforce Consultancy

Resource Solutions is a leading provider of outsourced recruitment and consultancy solutions, managing a recruitment budget of over £2 billion on behalf of our clients since 1997 as part of the Robert Walters Group.

Through our Workforce Consultancy model, we offer bespoke and flexible solutions to bridge the talent gap between permanent and contingent workforces - providing our clients with access to a highly skilled and on-demand pool of talent, ranging from entry-level to experienced professionals. Whether you need specific individuals, whole teams, or entire functions, we can deliver the right resources tailored to your needs.

Our approach includes employment, training, mentoring, support, and deployment of talent across various areas including Project & Programme Delivery, Change & Transformation, and In-demand Skills such as Software Developers, DevOps, Data Engineers, Data Analysts, and Full-Stack Developers. Workforce Consultancy delivers high-value and engaged resources that not only save you money but also drive your business growth

### INTERESTED IN FINDING OUT MORE?

To find out more about **Workforce Consultancy** and how we can help you future-proof your workforce, please contact [wfc@resourcesolutions.com](mailto:wfc@resourcesolutions.com) to arrange a no-obligation consultation.

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