

About Standard Bank of South Africa

One of Standard Bank's key objectives is to become the employer of choice for all talented South Africans. To achieve this they have to put in place initiatives that include improved recruiting practices; an extensive transformation strategy that covers staff, customers and the communities in which they operate; staff development and support programmes; and a range of incentive and recognition schemes.

In addition to the policies and procedures they have put in place, they believe that it is through their people that they will succeed and that only by working together will they make their offering to the public - Inspired. Motivated. Involved.

Benefits Of iTalent

When Standard Bank started the process of investigating online recruitment technology service providers they found that the competitors to iTalent tended to be process-driven, applicant tracking systems which could not guarantee integration with SAP. "iTalent provided us with the opportunity to establish our own talent database, and tools that we can manage this database with – this is currently our primary focus," said Jomari Jonck, Manager, Recruitment & Talent Services at Standard Bank.

Standard Bank were well aware of the established presence of CareerJunction and its ease of implementation and use and felt confident that signing up with iTalent would contribute positively to their recruitment proposition. They also knew that Career-Seekers would already be familiar with the functionality of CareerJunction and therefore making use of a CareerZone, which is powered by CareerJunction, would make it a lot easier for candidates wishing to apply to positions on their website.

Another reason for selecting iTalent was because of the benefits associated with the ASP model and the fact that by using iTalent, there would be no capital expenditure implications, said Jonck.

By opting to go with iTalent, Standard Bank anticipates a reduction in staff procurement fees. Jonck emphasises that Standard Bank will continue to work with their preferred suppliers (recruitment agencies) to assist them in the search for specialised talent. However, they are now in a position to use talent and skills from their database to fill vacancies directly, without incurring procurement fees.

Jonck explained that in the relatively short space of time that Standard Bank has been using iTalent, they have already made two placements and have numerous candidates

in the final phase of the recruitment process.

"iTalent has opened the gateway for CareerSeekers to Standard Bank, enabling the Bank to have direct line of sight into the talent market. "We never had sight of this before," explains Jonck. "With direct access to CareerSeekers, we don't have to go through a "translation" process with 3rd parties." "iTalent has also provided us with the opportunity to establish our own candidate database, which will help Standard Bank to make the transition from reactive recruitment to proactive recruitment," says Jonck.

By using iTalent, Standard Bank is able to guarantee communication with external candidates as the function to "bulk contact" applicants is an automatic process. Performing this function manually is exceptionally labour intensive and is often overlooked when recruiting volumes are high.

Jonck was impressed at iTalent's ability to customise its functionality to the Bank's specific requirements. Standard Bank recruitment consultants are finding the system to be user friendly and the ability to communicate seamlessly with their candidates is an incredibly useful feature.

As part of the iTalent offering, Standard Bank are making use of the Prof!ler tool. Standard Bank has already seen improve-

ments through a reduced recruitment cycle time thanks to Prof!ler.

The Prof!ler toolset - incorporating the profiler and filter tools - limits risk and optimises the time it takes to screen suitable candidates for positions. In addition, Standard Bank recruitment consultants have found that the use of Prof!ler has improved the quality of candidate responses to advertised positions.

Overall, the main benefits that Jonck describes that she has observed since using iTalent and Prof!ler is a reduction in the time spent searching for candidates, the improved quality of responses, improved communications with potential candidates, the ease of use of the system as well as beginnings of the establishment of a valuable talent database.

Prior to using Prof!ler and iTalent, Standard Bank ran a manual recruitment process, which posed some risks to the recruitment function, and allowed inconsistencies to creep in. "With Profiler, we can define the competencies upfront; ensure there is a consistency in our approach and process; save time and ensure the quality of screened candidates," elaborates Jonck.

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Jonck explains that they do use Prof!ler for most of the positions advertised, but more especially for the high volume positions. Positions that are typically harder to fill due to the specialised nature of the skill sets the Bank is looking for attract a manageable volume of responses, and in these instances there is less of a need to create filters using Prof!ler.

Prof!ler is delivered with a library of competencies and Standard Bank has found that most of these functional competencies match their required competencies. "With iTalent you can also add competencies to the Profile. The iTalent team is always available and ready to assist us - they have a dedicated team who provide assistance within 24 hours," states Jonck. In addition, Standard Bank has employed a team of talent consultants who ensure data integrity and who create profiles for the recruitment consultants.

About iTalent

iTalent is a division of South Africa's leading Online Recruitment service provider - CareerJunction, and provides online recruitment technology solutions to corporate clients.

iTalent provides companies with the opportunity to use technology to better manage their recruitment processes and via CareerJunction, the facility to increase the exposure of their branded Job Advertising to a diverse audience of CareerSeekers.

The iTalent Online Recruitment solution extends to the provision of tools for Job Competency Profiling, Candidate Filtering, Online Interviewing and Talent Pool management.

iTalent is provided via the Internet as an outsourced solution thereby limiting the impact of the technology on a client's own IT infrastructure and ensuring that the technology is constantly monitored and maintained.

iTalent currently provides technology to many of South Africa's top brands.