

## CASE STUDY

# TransGrid



### Challenge

Transgrid has >2,500 employees and 100's of contractors (non-employees) in their business via agencies, independent agreements and service providers.

They need to hire approx. 1,000 people over the next 12 – 18 months and the current Talent Acquisition team is lacking in capability and capacity to deliver on the business requirements.

The current technology, its configuration and adoption is not at an optimum level of maturity and data availability and integrity is of concern.

Recruitment activities are relatively reactionary with a high-reliance on the use of recruitment agencies for permanent hiring. For non-employees it is known that the use of suppliers is ungoverned, with concerns around visibility, risk and cost to the business.

The People & Culture team has commenced an overall Hire-to-Retire project and the whole of workforce hiring needs to be incorporated into this project.

### Collaboration Approach

The Human Collaborative partnered with the Chief People Officer and Executives, to undertake a thorough Discovery Project encompassing:

- Review of the business strategy and requirements
- Stakeholder engagement via 30+ stakeholder interviews
- Structure and capability review of the TA team
- Assessment of current systems
- Recruitment and on-boarding process review for both employees and non-employees
- Organisation structure and types of workers and skills needed
- Data analysis of; workforce, spend and supplier utilisation

Interviews were conducted with all areas of the business including General Managers, People and Culture, Procurement, Finance, IT and Business Delivery

### Results

The Human Collaborative team consolidated the insights and findings, and compiled:

- Overall recommendations including operating model, delivery structure and supporting technology
- Scenarios with business case costings for Transgrid's considerations
- Roadmap to move forward with each option including costings, timelines and resources
- A market scan of potential vendors for Transgrid to partner with
- A defined process to move forward with the consolidation and standardisation of suppliers
- Supporting documentation covering talent acquisition governance