



# Lloyd Connect – with help from Referoo fills forty roles in just eight days to staff COVID-19 vaccination clinic

Lloyd Connect is a boutique recruitment agency that specialises in connecting hiring managers with the highest quality candidates in the marketplace. Led by Director of Connections/Founder Jenny Lloyd, it has been operating for over five years, offering an innovative recruitment-as-a-service model.

Jenny says that like most agencies, 2020 was a challenging year for Lloyd Connect, but on the strength of their reputation and relationships, the team bounced back to take on more healthcare and COVID-19-related roles in 2021.

## The Challenge

One of Lloyd Connect's clients came to them for assistance to meet growing demand for staff at a COVID-19 vaccination clinic in Melbourne. With the introduction of mandatory testing for Victorian construction workers, the pressure was on. Alongside finding the right candidates, Jenny's team needed to turn over reference checks quickly to verify that a candidate could do the job in a high-stakes environment.

Jenny has always had a strong interest in technology and how it can streamline the recruitment process. So, when she realised that reference checks were a potential bottleneck in this process, she was eager to find a digital solution.



## The Solution

When Lloyd Connect implemented Referoo, they were tasked with finding five new temps for the clinic every day. Already a challenge in a candidate-short market, time was also of the essence.

Referoo's online reference checking enabled Lloyd Connect to send reference checks instantly and gave the team complete visibility over when they were completed, allowing them to reduce turnaround time significantly.

Jenny was immediately impressed with Referoo. "From the outset, we loved that as soon as a candidate provides their referee's details, the information goes out to the referee, and the process commences instantly.

"That speed was critical for us. Often, candidates complete the information after hours, and with Referoo there is no waiting time."

Lloyd Connect's Online Business Manager, Shelley Wood, agrees.



We started the hiring process on the weekend for a Tuesday start – we needed to move quickly. Being able to send the reference check links immediately after the interview and getting the process started was amazing.

The team was also impressed with the flexibility of the system. "We wanted to change a reference check for a specific role, and I thought we'd need Referoo to do it. This was on the weekend, and I fired off an email, not expecting to hear until Monday," Jenny says.

Jenny was surprised on two fronts that day. Firstly, when Shelley told her that they didn't need support. Because Referoo was so flexible, they could do it themselves with no holds-ups. And secondly, when she received an immediate response from Referoo. "Even though we didn't end up needing the support, I was impressed when I received a response on the weekend."



## The Results

With Referoo, Lloyd Connect filled an impressive forty roles in just eight days, something Shelley says may not have been possible manually. “If we needed to do manual reference checks, it would have taken forever. Instead, Referoo enabled us to complete five a day.”

With Referoo, online reference checks can be completed when it suits the referee, and Shelley says that this led to faster and higher quality references.



Referees were able to do it in their own time – in the evenings or whenever they had time to think about it. There was no phone tag, and they could even do it from a mobile phone. It made it super easy for the referee, and we were able to fill all the roles because we got the reference checks done so quickly.

Shelley and Jenny agree that the ease of use has been another win for Lloyd Connect. “Usually, when you implement new software, there is a learning curve, and it takes time – time we didn’t have. But it just wasn’t the case with Referoo – it was just so easy, and it all just worked perfectly,” Shelley says.

Jenny concludes: “Hand on heart, I can’t say our team of five could have completed forty reference checks in eight days manually, but we achieved it with Referoo.”