

CASE STUDY



HOW HUNTER SUPPORTED A MAJOR TECHNOLOGY AND TELCO BUILD PROJECT FOR STATE GOVERNMENT OVER 4 YEARS

SUMMARY

VicTrack, a Victorian State Government entity, issued a tender for Australian-based technology recruitment service providers to supply skilled labour hire, permanent hire, and payroll services. Among a competitive field of recruitment agencies, Hunter Professional was independently selected to join the panel to support VicTrack's major projects.

VicTrack invested \$69 million in telecommunications upgrades to future-proof the network, which is fundamental to the operation of safe and reliable public transport in Victoria. Hunter played a pivotal role in helping VicTrack increase its headcount in competitive industry verticals and expand its project teams to deliver critical infrastructure projects.

Hunter became the go-to supplier for many divisional heads at VicTrack, due to our reputation, performance, trustworthiness, and high-calibre candidate referrals. We are proud to support these major projects with our expertise in sourcing hard-to-fill technology experts.

CIRCUMSTANCE

To deliver on complex government projects, VicTrack needed to expand its workforce by approximately 120 people, including both labour hire and permanent staff. VicTrack, a multifaceted government department encompassing rail, land management, telecommunications, and IT services, sought to hire hard-to-find technology experts for these new projects.

These roles were challenging to fill due to competitive markets where resources were scarce, in high demand, and costly. Hunter's referrals had to be precisely matched to the technical tasks and thoroughly assessed to meet these requirements. Additionally, the skills required by VicTrack involved legacy technology, making the sourcing process even more difficult. Legacy skills are often not listed on resumes, necessitating recruiters with extensive industry knowledge to identify suitable candidates.

Given the critical nature of these projects, which impacted the state of Victoria, Hunter had to deliver quickly and efficiently to prevent costly project delays. Our expertise in sourcing technology professionals ensured that VicTrack received the right talent to successfully complete their complex technical projects.



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SPECIALIST RECRUITMENT SERVICES



CLIENT GOALS AND OBJECTIVES

VicTrack wanted to work with recruitment suppliers that could:

- Supply large amounts of technical resources on a contract, permanent and payroll basis.
- Partner with agencies that could fund a large head count increase to deliver the critical technology projects
- Source and deliver hard to find technology experts that fit within their budgets
- Source and deliver technology experts, at a price point that met state government structures
- Seamlessly augmenting contractors into existing teams, meeting culture and attitude
- Meet government procurement standards
- Provide payroll services at competitive rates
- Provide highly skilled onshore resources
- Could supply ethical and transparent recruitment services
- A supplier that would champion gender diversity

SKILLS HUNTER SUPPLIED VICTRACK:

Project Managers
Project Delivery Managers
Program Managers
Business Analyst
Help Desk
Field Technicians
Network Engineers
Supervisors
Delivery Engineers
Network Architects
Design Engineers (Technology + Telecommunications)



ACTION:

Hunter's approach to supplying VicTrack was highly consultative, taking a high-touch approach with each engagement. This method resulted in less wasted time and money for the customer.

Here are the key actions Hunter took to support VicTrack:

Thorough Consultation: Hunter took the time to consult with each hiring manager to clearly define the skills, culture, and attitude required for each role.

Specialist Recruiters: Hunter used specialist recruiters who understood the technology, bringing unique insights into each vacancy and enabling hiring managers to make informed decisions.

High-Quality Candidates: Hunter represented candidates who met 90% of the position description, resulting in faster hiring times and increased productivity, reducing stress for management staff.

Industry Expertise: Hunter applied its industry knowledge and expertise to source suitable skills that were not listed on resumes and were hard to find. Actively head-hunting skills gave Hunter an advantage over large generalist agencies that only advertise.

Trust and Transparency: Recruitment experience and knowledge were brought to VicTrack hiring managers, building trust and transparency in the recruitment process.

Efficient Hiring: Hunter had an offer-to-acceptance ratio of 1:1.2, meaning less wasted time for all stakeholders.

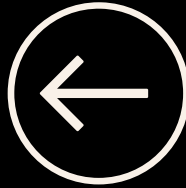
Minimal Backfills: Only 2 positions required backfilling over a four-year period.

Employer of Choice: Hunter maintained a strong employer of choice reputation, where any payrolled contracts would be regularly referred to Hunter. This was in part due to contractor feedback and management confidence in Hunters high levels of support.

THE PROOF IS IN THE RESULTS



RESULTS



Hunter made a significant contribution to VicTrack by delivering 73 technology professionals across the business in both contract and permanent staff referrals. The majority of this workforce consisted of 67 full-time contractors, who were seamlessly integrated into existing teams. Hunter ensured these contractors were a solid match in terms of culture and skills.

Over a four-year period, Hunter maintained this substantial contractor workforce, representing a multimillion-dollar commitment. Remarkably, this was achieved with zero defects, disputes, or compliance failures. Additionally, Hunter's impressive 95% contractor retention rate led to substantial productivity gains and efficiencies for VicTrack.

THE STATISTICS FROM HUNTER TELL THE FULL STORY

- 98% of requests filled within 3 weeks of engagement.
- Resume Sent to Interview Ratio: 1:1.3.
- Interview to Hire Ratio: 1:1.6.
- 67 Technology Specialist Contractors delivered into critical government projects.
- 95% retention rate from Hunter referrals across permanent and contractor labour, measured from June 2019 to June 2024, thanks to our exceptional aftercare service.
- 92% of Hunter contractor referrals delivered within the client rate card in a competitive technology industry.
- Over a four-year period, Hunter only had to backfill 2 positions, both filled within 3 weeks.
- Average resume response time to VicTrack requests: 48 hours.
- Zero disputes over four years of a services supply agreement.
- 64% of Hunter referrals were converted to permanent staff or engaged in longer-term roles, highlighting our ability to recommend highly sought-after candidates.
- Hunter was recognized as a trusted recruitment supplier.



TRUST AND TRANSPARENCY

Hunter successfully maintained a strong supplier relationship with VicTrack over four years, built on a foundation of trust and transparency.

Here is the key values Hunter championed while supporting these critical projects:

- **Open Book Policy:** Hunter implemented an open book policy on client and candidate rates, giving VicTrack full visibility into charges and contractor payments. This approach not only minimized disputes but also ensured fairness and transparency in all services.
- **Consistent Wages:** Hunter ensured that contractor wages were consistently aligned with skill levels, industry standards, and fair work practices. No contractor was underpaid or overpaid for the same task. Candidates received consistent information, fostering transparent conversations. This commitment is reflected in a 95% retention rate.
- **Regular Progress Reports:** Hunter provided VicTrack with regular progress reports on daily activities during recruitment and after placements were made. Reporting was not a requirement of the panel. Hunter reports, VicTrack management full transparency on the work being performed, its standards, and timelines.
- **High Retention and Offer Rates:** A 95% retention rate and high interview-to-offer ratio were partly due to Hunter's thoroughness in ensuring candidates received accurate data and job briefs. Customers were guided through the process to minimize errors, resulting in a trusted service.
- **Open Communication:** If Hunter had any doubts about the staff being shortlisted for VicTrack, we openly shared those concerns and involved the customer in assessing candidate suitability. This collaborative approach, not only addressed recruitment challenges, but built long-term relationships with VicTrack hiring managers.

INDEPENDENTLY ASSESSED INDUSTRY RECOGNISED



FAIR PRACTICES:

As an APSCo member, Hunter is a champion for fair hiring practices. We pride ourselves on keeping our recruitment teams up to date with the latest developments and best recruitment practices.

Legal Frameworks: To ensure our employment contracts are fair and compliant, Hunter engages a legal practice annually for a thorough review. Legal take into account changing ideas, legal cases and fair work conditions.

Gender Equality: Supporting gender equality is a key mission for Hunter. We successfully sourced and embedded six female engineers into traditionally male-dominated engineering practices at VicTrack, promoting diversity and inclusion.

Exceptional References: Hunter has received outstanding references from VicTrack hiring managers, which can be viewed on our website and LinkedIn profiles.



SUSTAINABILITY

Hunter's technology recruitment efforts have significantly contributed to Victoria's major infrastructure projects, including the rail crossing removals, tunnel projects, and the enhancement of the state rail communications network. Hunter engineers and professional staff brought extensive industry knowledge to uplift VicTrack teams to ensure successful project delivery.

The impact of these projects has been substantial, reducing traffic congestion, fostering economic productivity through improved communications infrastructure, and keeping jobs local in Victoria. As an Australian-owned and operated business, Hunter not only performed above expectations but scaled effectively to support VicTrack in these multimillion-dollar projects, benefiting all Victorians and the state's rail and infrastructure initiatives.



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