



MISSION

I need to fill more jobs

PERFORMANCE TRACKER

INTRODUCTION

I have developed this tracker to aid you on your journey to filling more of the jobs that you work. In this life you can't complain about the results you've not achieved from the work you have not done. Being clear about it – this mission is going to ask you to change habits and behaviours that you may have engrained throughout your career in recruitment. For this to happen you are going to feel uncomfortable at times. This is growth, this is the experience of releasing the chains of habit and pushing yourself to do something new, something better.

I am here to help support you through the journey. This tracker document will help you to capture and crystallise your ideas. Identify the areas you need to get better and then help you to see the reward of your labour – more jobs filled, more happy customers, higher levels of results that increase your net worth in the industry. A career building mission.

Before we begin I want to share a thought or two about how you manage your database. If you are in the habit of recycling jobs on your system, this is going to impact on your internal and external reporting with customers. I'd recommend you find a way to record job registration data otherwise it is difficult to know how good you are and the performance of your customers. It is your database and your decision as to how you manage it. I know and see the benefit first hand of a well kept record of jobs registered and progression to filling them.

Come on. Let's get stuck in.

Jeremy

WHERE AM I NOW?

Please complete this AFTER you have watched the introduction video

To measure improvement you need to know what your current success levels look like. To be able to do this, I'd like you to review the last 6 – 12 weeks. Quick paced temp environments at the lower end (6 weeks), permanent and contract look at the last three months. If this generates unfair data (like your Lockdown time when you were either on furlough or your own job flow was compressed) then go back to pre-Covid-19 to review your fill rate. Although this was a different market it will still give you a baseline figure.

Looking back over the last 6-12 weeks:

	HOW MANY?
How many jobs did you add to the database?	
- Total jobs added [TEMPORARY]	
- Total jobs added [PERMANENT]	
- Total jobs added [CONTRACT]	
What is your job flow rate? <i>(Total jobs registered divided by the number of weeks in review)</i>	
How many of these jobs did you fill?	
What is your fill rate? <i>(Jobs filled divided by total jobs x100)</i>	
How many jobs are stuck/lost/dead?	
What is your attrition rate? <i>(Stuck/lost/dead jobs divided by total jobs x100)</i>	

The above figures give you your baselines to then track improvement.

Now looking to the future ...

What are your goals for the next three months?

What do you expect your job flow rate to be for the next three months?

(Based on the last two weeks' trend line and what you know from your demand forecast with clients and prospects)

What is your goal in terms of improvement regarding fill rate?

	HOW MANY?
- Fill rate goal [TEMPORARY]	
- Fill rate goal [PERMANENT]	
- Fill rate goal [CONTRACT]	
How much of an improvement is this in real terms <i>(Increasing from 25% to 30% is a 20% increase)</i>	



JOB QUALITY REVIEW ASSESSMENT

Before you move on to discover how to qualify your jobs better complete the online job quality review assessment.

These five questions will highlight which areas you need to concentrate on the most as you move forward to the next lesson.

MAKING IT HAPPEN

THE PROJECT FOR THE NEXT 2 - 6 WEEKS

Track your performance on your current and future jobs.

Over the next 2 – 6 weeks (according to the speed at which you are generating and working on fresh jobs, you decide what timescale will give you the next dataset to review) I want you to track the number of new jobs you get from existing clients and new business. I also want you to set a goal for your conversion of these jobs, across those you qualify as A and B.

If you haven't already done so (or to formalise it here) please take some time to think about what would make a job grade A or grade B.

My Job Grading System

	A Grade	B Grade
Client profile		
Process to hire		
Agencies useage/ competition		
Level of engagement		
Line manager access		
Feedback and response		
Decision maker access		
Margin		
Total business available		

SALES TRACKER

EXAMPLE

	ACTUAL WEEKLY RESULTS		
	A GRADE JOBS	B GRADE JOBS	% A ACHIEVED
Existing Clients	6	4	60%
New Business	1	3	25%
Fill Rate Goal	60%	30%	

At the end of each week tall the total number of A & B jobs you secure from sales and new business.

Set a goal for your fill rate for A & B and review at the end of the period.

How close did you get?

WEEK 1

	ACTUAL WEEKLY RESULTS		
	A GRADE JOBS	B GRADE JOBS	% A ACHIEVED
Existing Clients			
New Business			
Fill Rate Goal			

WEEK 2

	ACTUAL WEEKLY RESULTS		
	A GRADE JOBS	B GRADE JOBS	% A ACHIEVED
Existing Clients			
New Business			
Fill Rate Goal			

WEEK 3

	ACTUAL WEEKLY RESULTS		
	A GRADE JOBS	B GRADE JOBS	% A ACHIEVED
Existing Clients			
New Business			
Fill Rate Goal			

WEEK 4

	ACTUAL WEEKLY RESULTS		
	A GRADE JOBS	B GRADE JOBS	% A ACHIEVED
Existing Clients			
New Business			
Fill Rate Goal			

WEEK 5

	ACTUAL WEEKLY RESULTS		
	A GRADE JOBS	B GRADE JOBS	% A ACHIEVED
Existing Clients			
New Business			
Fill Rate Goal			

WEEK 6

	ACTUAL WEEKLY RESULTS		
	A GRADE JOBS	B GRADE JOBS	% A ACHIEVED
Existing Clients			
New Business			
Fill Rate Goal			

I also shared with you the need to track customer satisfaction and their review of your performance. At the end of the 2 – 6 weeks please can you review the feedback from those clients you are successful with and those where you lost the job (either cancelled to another agency filled it/internal hire)

Set goals for the period of time and then record your actuals.

Your dead job validation work should still provide the opportunity to assess the end client's likelihood of recommending you.

	GOAL	RESULTS
Customer Satisfaction Score [NPS]		
Dead Job Validations		
Client Referrals		

REPEAT BUSINESS

Who have you placed with where you can generate more business?

What is your repeat business plan?

DEAL MAKING ACTIVITIES

What can you do to nurture more of the jobs you work on to create more successful placements?

Having watched the training session for the relevant streams (temp, perm, contract) what do you commit to doing and how will you bring it to life?

TEMPORARY

What can I do to create more placements?

How will I makes this happen?

What will I create to help me focus on doing it enough to make it a habit?

PERMANENT

What can I do to create more placements?

How will I make this happen?

What will I create to help me to focus on doing it enough to make it a habit?

CONTRACT

What can I do to create more placements?

How will I make this happen?

What will I create to help me to focus on doing it enough to make it a habit?

MAPPING YOUR PROCESS TO FILL A JOB

In the video I share the importance of knowing your process. No doubt you have a process you follow, is it documented? A documented process becomes your wireframe to ensure your jobs are progressing at the right pace and are moving forwards to become filled jobs. I have shared example processes for temp, perm and contract in the materials section of the relevant session **Job Quality Review**. BEFORE you download the examples (and they are good workable processes) I'd like you to map your process from start to finish. Give yourself the opportunity to do this properly and take 30 minutes to map it on a sheet of paper (or a wall with post-it notes). Be granular and realistic. This should be a process you would happily share with a client as your proven process to successful hiring. When you've done yours, compare it to the example I share. It could be your process refines mine further or vice versa.

Once you mapped it, commit it to this tracker.

From Step 1 – *Qualify a job fully*

To Step X – *Job filled and customer satisfaction review (candidate and client)*

Map it, follow it and refine it. In time, develop a graphic to share with clients as to how you manage a process to ensure the right result.

MY JOB PROCESS

WHAT IS YOUR PROPOSITION?

I have stressed throughout this mission (literally!) about the need to create a compelling pitch to share with the client. A clear roadmap of what you are going to do to create the right result for them. This can be wireframed to ensure that you know what you are going to say to help you secure maximum commitment and margin. Think about your language - what do you feel is the difference for a client to hear:

"I'll have a quick look on the database to see who I've got and get it advertised and then let you know who I've got over the next couple of days"

OR

"I'm going to clear my desk, focus on this role solely and work through the talent pool I've been growing over the last 12 weeks. I will put together a targeted list of those I think can do this and I will be back to you with initial feedback in the next two hours."

Consider your proposition to be made up of 5 key elements. Each part of the proposition can be delivered and/or emphasised based upon the situation of the client and where the biggest challenges lie. These five key areas are:

How you help them –

1. Find
2. Engage
3. Assess
4. Secure
5. Retain

For each of the above, think about what you do every day and week that creates these outcomes for your clients. Develop your phrasing so that you explain what you do, how you do it and why.

For each of the above write a minimum of five things you do that you can explain clearly generate the outcome.

FIND

ENGAGE

ASSESS

SECURE

RETAIN

For each of the five make sure you can communicate how you do it and why its of value to your existing clients.

CREATE A RULES OF ENGAGEMENT PITCH

Think about the candidates you work with and those who are new, untested candidates. What has been their experience of working with other agencies? How has this created their belief systems and behaviours when working with agencies (including you)?

How do you want your candidates to behave? Tell them. To encourage it make sure you explain how you will behave with them and the values and ethics by which you work. When you have a clear psychological contract you will educate your candidates to behave like the gold candidates you want to work with.

Complete the behavioural balance sheet below and from there create your temp, perm or contractor take on conversation.

HOW DO CANDIDATES WANT YOU TO BEHAVE? [Tell them this is how they can measure you]	HOW DO YOU WANT YOUR CANDIDATES TO BEHAVE? [Tell them this is how you will measure them]