



key facts about Concept

Concept Staffing:

- is part of the Acorn Group of companies
- is a full member of the Recruitment & Employment Confederation (REC)
- abides by The Recruitment Agency Code of Practice
- is fully-approved to BS EN ISO 9001:2008
- is an Investors in People company
- operates under a strict Business Excellence Model
- was selected to take part in the DTI ICT Programme – tracking our developments with ICT Innovation
- is part of the DTI Best Business Practice Programme
- is licensed with the Gangmaster Licensing Authority

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CONCEPT STAFFING

Concept Staffing, founded in 1988, is the leading indigenous recruitment agency in the South West of England.

With a network of branches across Wiltshire, Somerset, Devon and Cornwall, we provide permanent, temporary and contract recruitment solutions to leading businesses and Government organisations throughout the country. Our clients include local authorities such as Exeter, Devon, Teignbridge, South Hams and West Devon Borough, and private businesses such as; Wincanton, Tyco, Panasonic, Corus, Branston and many more.

Since 2007, Concept has been part of the Acorn Group, one of the UK's leading recruitment and training companies, with which together at peak we place 5000+ contract and temporary workers every week, fill approximately 1,400 permanent vacancies each year and train 1000+ learners every month.



service promise

Many of our clients have complex management structures, high-volume demands, 24-hour multi-site operations, varying shift patterns and many different skill requirements. Our specialists supply everything from one individual on a temporary or permanent basis to a comprehensive contract management package involving on-site co-ordinators and consultants who are responsible for the employment, induction and training of a large number of the workforce.

Recent client satisfaction results show:

- 100% of clients said Concept understands their needs and requirements
- 96% of clients would use Concept's services again
- 98% said Concept staff are always professional
- 94% said they would recommend Concept's service to others

Working with leading organisations throughout the UK allows us to attract the best job-seekers in the area. This is endorsed in our candidate research, as 98% of candidates are happy with the reputation of companies we place them with and therefore would recommend Concept to others.

We have one of the most comprehensive centralised databases of permanent and temporary candidates, and our search facility enables us to source suitable personnel soon after notification of a vacancy; selecting on criteria such as qualifications, experience, sector specialisation and skills.

- 96% of candidates are happy with the professionalism of Concept's consultants
- 91% of candidates feel that Concept understand their needs



"Its a refreshing change to see an agency make the choice to send through fewer CVs that are relevant to the role rather than reams of CVs that do not meet our criteria."

Watermota Ltd

'Concept provides a better service than the other agencies.'

Concept candidate

permanent

Our permanent recruitment service is founded on the basic principle of matching the right people to the specific job requirements and overall business objectives.

Our specialist consultants save both clients and job-seekers valuable time; we carry out the initial interview at one of our branches, which ensures that our clients only ever meet pre-screened professionals and gives candidates a better understanding of the role.

What's more, we're so confident in the personnel we supply that we offer a full refund or free placement if the individual supplied is not suitable within an agreed period of time.

temporary

Concept provides temporary recruitment solutions to organisations across the South West. We offer a responsive solution without compromising on quality.

The use of temporary staff is the ideal way of supplementing your permanent workforce during times of holiday and sickness or to provide additional resources for extra orders or seasonal peaks. We operate 24 hours a day to provide the people you need, exactly when you need them, giving you the flexibility of being able to strategically and cost effectively plan your staffing requirements.

Concept has extensive experience in supplying complete teams of staff for peak production periods as well as individual workers ready to work within 24 hours or less if required. Our service also includes the management processes of providing temporary staff such as skills testing, staff inductions and more.



“By working with Concept we have been able to further improve our operational stability whilst maximising flexibility, striking an effective low cost solution between permanent employees and agency staffing without sacrificing the high performance and quality standards we work to – long may the relationship continue!”

Branston

contract management

Concept Staffing has extensive experience of handling large contracts. We look to tailor our service delivery to satisfy each client's bespoke requirements to ensure we add value to your business.

We discuss and agree Service Level Agreements that provide a framework for account management, response times and performance guarantees. We can also offer Master Vendor Agreements, providing clients with a single-sourced contract, working in partnership with secondary suppliers to manage the complete permanent and temporary recruitment needs of an organisation.

specialist sectors

- accountancy & finance
- catering & hospitality
- commercial & office support
- engineering
- driving & logistics
- legal
- manufacturing & technical
- public sector & Government
- sales & marketing
- warehouse & distribution



“Concept Staffing was appointed as the Council’s master vendor for the provision of agency staff following a rigorous procurement process. Throughout the evaluation of their proposal they impressed the Council officers with their commitment, enthusiasm and knowledge. Since commencing the contract they have proved to be a valuable partner.”

Exeter City Council

about the Acorn Group



Acorn is one of the UK's leading recruitment and training companies. With a network of branches, on-site locations and specialist divisions throughout England and Wales, Acorn provides temporary, contract and permanent recruitment in the following industry sectors:

- industrial & manufacturing
- driving & logistics
- office & administration
- financial services
- international labour
- catering & events
- construction & trades
- rail
- executive & management
- sales & marketing
- managed services
- IT
- technical & engineering
- defence & technology
- contact centres & customer services
- food manufacturing & technology
- nursing & healthcare
- architecture & design

learning and development

Acorn's Learning & Development Division designs, delivers and evaluates a comprehensive range of training solutions to service both employers' and employees' individual needs. Courses are developed at different levels, tailored specifically to address the existing and on-going business / performance expectations of our clients including:

- accredited Foundation Apprenticeships, Apprenticeships & Higher Apprenticeships
- management & leadership development, including ILM
- open courses
- business consultancy services
- IT courses from Basic to Advanced level

For more information, visit www.acornpeople.com



In 2006, global recruiter Synergie acquired a majority stake in Acorn; an investment that underpinned its commitment to supporting companies operating internationally; and one that has helped the Acorn Group's expansion across the UK.

Synergie is an established, leading recruiter across Europe and North America, with some 600 branches in 13 different countries placing 46,000 temporary workers on a weekly basis, and serving over 80,000 different clients.

It is a 1.2bn Euro business, making it the 6th largest recruiter in Europe and one of the foremost world-wide.

For more information visit
www.synergie.fr



Being part of the Acorn Group, Excell effectively operates as the UK's specialist technical division of Synergie, and provides permanent, contract and temporary recruitment across the engineering, rail, facilities management and construction sectors UK-wide.

With offices in London and Woking, the Excell team has many years' experience of supplying a broad spectrum of skilled and semi-skilled labour for clients such as Invensys, NG Bailey, Network Rail, Balfour Beatty, and many others.

For more information, visit
www.excellgroup.com

