

WNS Assistance Case Study

"Since Pure Resourcing Solutions placed me in my current role at WNS Assistance, they have assisted me in restructuring my claims team, by offering a consultative recruitment service. A team met with me to take a full brief, and subsequently selected a tailored short list for a number of roles and successfully placed some key appointments. They remained in touch throughout the whole process, offering constructive feedback and advice. I would highly recommend their specialist recruitment services."

Richard Sayer, Claims Manager, WNS Assistance



The Organisation

WNS Assistance is the leading provider of motor claims handling services in the UK.- managing over 250,000 claims in 2008/2009. alone They are the largest and most trusted Accident Management provider in the business. Customers include fleets, brokers and insurers who, regardless of size, benefit from cutting-edge technology and processes, based on a transparent business model. All of which offers the end customer a proactive and smooth claims experience.

Pure

Resourcing
Solutions

Accountancy
Office
Human Resources
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WNS
Extending Your Enterprise
Assistance

The Brief

WNS Assistance approached Pure Resourcing Solutions at the end of 2009 to assist them with the recruitment of their new Claims Manager, a role that had been placed with a number of agencies who had struggled for some time, to source the right calibre of candidate. This recruitment was the beginning of a restructuring process for WNS Assistance and Pure Resourcing Solutions went on to assist in the creation of the new Claims department.

The Solution

Pure Resourcing Solution's track record with insurance and financial services has always been strong, but has historically been mainly focused on accountancy and executive placements. The recruitment for WNS Assistance was partly the catalyst for Pure to develop a new Financial Services division, based primarily out of their Ipswich office.

The learning curve was steep, but Pure applied their approach of adapting their recruitment model to suit the needs of the client and looked at the vacancy from a lateral angle. We utilised our extensive network of contacts and contacted an Operational Manager that already had an established relationship with our Norwich office. We approached him about the opportunity and 3 weeks later, successfully placed Richard in the newly created Claims Manager post. Once in place Richard then approached Pure to assist him with the restructuring of his department



Pure met with Richard and discussed the culture, the current structure and the overall vision of the department. Pure then used a number of methods of entering the insurance market, with targeted website advertising, referrals and networking and generated a comprehensive short list for two key roles, an Assistant Manager and Team Leader.

Pure then assisted with the interview process and carried out Quest psychometric evaluations at the 2nd stage of interviews - from this a secondary shortlist was created.

The Result

Pure successfully placed two successful candidates into integral positions within the Claims team, one of whom was located out of the region, but through in-depth networking was uncovered. Pure has subsequently helped place other motor claims based candidate within the team, and has regular update meetings with Richard to make sure a smooth settling in process. Pure now work alongside WNS Assistance on other vacancies, both within claims and project management.

For more info on our insurance claims expertise please contact Paul Sheldrake on 01473 250990