



Neighborhood
House!

Lloyd Connect a backbone for Neighborhood House in a challenging childcare recruitment market

Neighborhood House has been providing quality long daycare and preschool programs for the Albert Park community since 1977. The centre's mission is to create a home away from home for the 75 children who come through its doors every week, offering an environment where children, families and educators can thrive.

Centre Director, Kate Hall, says the centre is always striving for excellence, which means finding the highest quality educators and teachers.

"People are at the heart of what we do, and we invest heavily in our staff. Our goal is to be an employer of choice, and we are always on the lookout for high calibre people who will flourish in our unique culture," she says.

The Recruitment Challenge

Qualified staff are in demand across the childcare and early education sectors and have been for some time, creating a challenging recruitment environment for centres like Neighborhood House.

In the five years to 2020, the number of workers in the sector fell. And it was in this landscape in 2016 that Kate realised she needed a new recruitment partner.

Neighborhood House had been with the same large recruitment agency for 12 years, but their approach wasn't working. There was no genuine partnership, and Kate wasn't seeing the recruitment outcomes she needed to grow the centre.

"We're a smaller, people-focused business, and we treat people as people, not as a number. We expected the same from our recruitment partner, but we simply weren't getting it," Kate explains.

"We'd been with the same large agency for a long time, but after 12 years, we weren't seeing the calibre of candidates we needed. I started to question whether the agency really understood our ins and outs and what made us tick. Whenever a new recruitment consultant came into the agency, the level of service changed, and we felt our needs just weren't important to the business."

The Solution

That's when Kate was introduced to Lloyd Connect. She says she knew Neighborhood House was in safe hands from the very beginning.

"From the outset, Jenny (Lloyd Connect Director of Connections) took the time to get to know us and our business, what made us tick, our culture and our philosophy. She also invested time in understanding our expectations of her before she began recruiting. And it made a world of difference."

Kate says Lloyd Connect's knowledge of the centre means they only put forward candidates who are suited to her team.

"As our partnership grew and Lloyd Connect did more placements for us, they continued to deepen their understanding of our needs, across experience, personality and cultural fit at a business level and even down to a specific team level."

The Result

Today, Kate says she can ring Lloyd Connect with a particular set of requirements, and they will deliver.

"I can quite literally pick up the phone and say I need someone for a specific wing of the business, and Jenny and her team will understand the personality mix in that wing to put forward candidates who will thrive."

"Working with Lloyd Connect is a huge time saving for us and delivers a significant return on our investment. It's absolutely invaluable, particularly in a challenging market."

And Kate says Lloyd Connect has a deep understanding of Neighborhood House's operating environment, sector, and challenges.

"In our sector today, there's a real shortage of qualified workers. So Lloyd Connect helps us fast-track the process to hire the best candidates. Their background checks are excellent, and they keep things moving to get high-quality educators and teachers into the centre fast."

She adds that the Lloyd Connect team is always available to support her business. "I appreciate that I can always speak to the team when I need to."

"When you are moving quickly in a competitive process, that's essential. They're always there to help me fine-tune things, answer questions and make sure both the candidate and I have everything we need to start on the right foot."



Fast-tracked the recruitment process



Deep understanding of the environment, sector, and challenges



Thorough background checks

Kate says that in a sector plagued by skill shortages and rocked by the impact of the pandemic, she's pleased to say she has a full team.

"We are operating with a full, high-calibre team of teachers and educators, and not many centres can say that right now. We have a great team and excellent retention rates, and while there are many contributing factors, having Lloyd Connect as a backbone has certainly been one of them," she concludes.



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