

UWE Uses Temporary Agency Staffing Services Agreement to Deliver IT Transformation Project

When the University of the West of England (UWE) embarked on an IT transformation project, they found the unique demands of the project required some temporary staff to ensure the project was a success. By using SUPC's Temporary Agency Staffing Services Agreement to meet the staffing need, UWE benefitted from a set-up that provided support and value for money, leaving the Procurement Department and university stakeholders pleased with the results.

Nick Miller, Purchasing and Contracts Manager (IT), and the person responsible for managing the procurement of the required IT talent, outlined three core reasons for using the agreement, "The EU compliance, agreement terms and conditions, and previous experience of the speed with which suppliers could get the right candidates in post all contributed to our choice to use the agreement." Initially, UWE was looking for an Enterprise Architect, a single, key role to support the transformation project for a limited period of time. However, the positive performance of the Enterprise Architect led to additional contracts and a willingness to fill additional positions with suppliers on the agreement.

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Miller noted that from an audit perspective, working through the agreement was very useful; it gave visibility of which suppliers



were contracted to provide which services and at what price. For the Procurement Department, visibility of this information is crucial in helping them ensure the university gets best value for money based on its needs. It also, and most importantly, meant that internal project stakeholders at UWE were happy with the candidates hired to fill temporary roles. Kevin Lowman, Head of Development at UWE and one of the project owners said, "The process worked very well for me and it enabled us to get someone in post very quickly." Suppliers also worked well with UWE throughout the process to deal with any issues as they arose. Another stakeholder, Jackie Cameron, Head of Data Management and Design noted "The candidates put forward for the role I've advertised have been high quality and with the required skills. Communication with the agencies has been good."

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When asked what advice he could give to other institutions that need to procure temporary agency staff, Miller suggested that much was to be gained by taking the time at the beginning of the procurement process to clearly identify your need. Once the supplier has been awarded, Miller suggested “define a clear and transparent process and make sure there is a clear segregation of duties between procurement and the technical expert, outlining clearly who will be responsible for liaising with suppliers.” He also suggested limiting the number of candidates that agencies can put forward and providing



regular and clear feedback to both the agency and potential candidates.

UWE purchased their staff under Lot 4 of the Temporary Agency Staffing Services Agreement. To learn more about the agreement, [click here](#), or contact SUPC Category Manager Jayne Thorn (jayne.thorn@reading.ac.uk).

Key Agreement Benefits:



Lot 4 (IT Staff) commission rates as low as £1.60 per hour

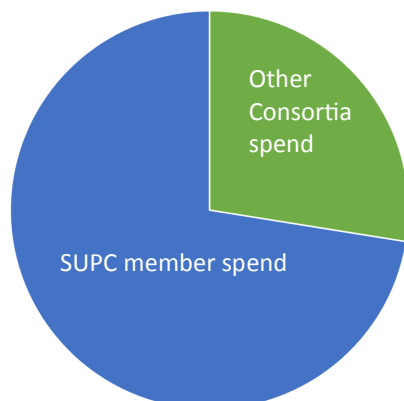


Allows agency workers to transition free of charge from temporary to permanent employment after 13 weeks



Provides transparency with no hidden fees and full compliance with Agency Worker Regulations

Spend through Agreement*



Total spend through the agreement:
£7,538,244

SUPC member spend through the agreement:
£5,463,080

Other consortia spend through the agreement:
£2,075,164

*Quarters 1 –3