

Recruitment as a Service

Thanks for choosing a Queensland Owned Business.
Kingston Human Capital are an approved provider to
the Queensland Government.

Kingston
HUMAN CAPITAL

Who is Kingston Human Capital?

We are a Queensland owned business with a big mission: To help the Queensland Government find the best talent out there. We're not just another recruitment firm, we're your talent strategy partners.

WE'RE PROUD MEMBERS OF THE GGS0060 LABOUR HIRE PANEL, AND THE A3737 SPECIALISED HR SERVICES PANEL

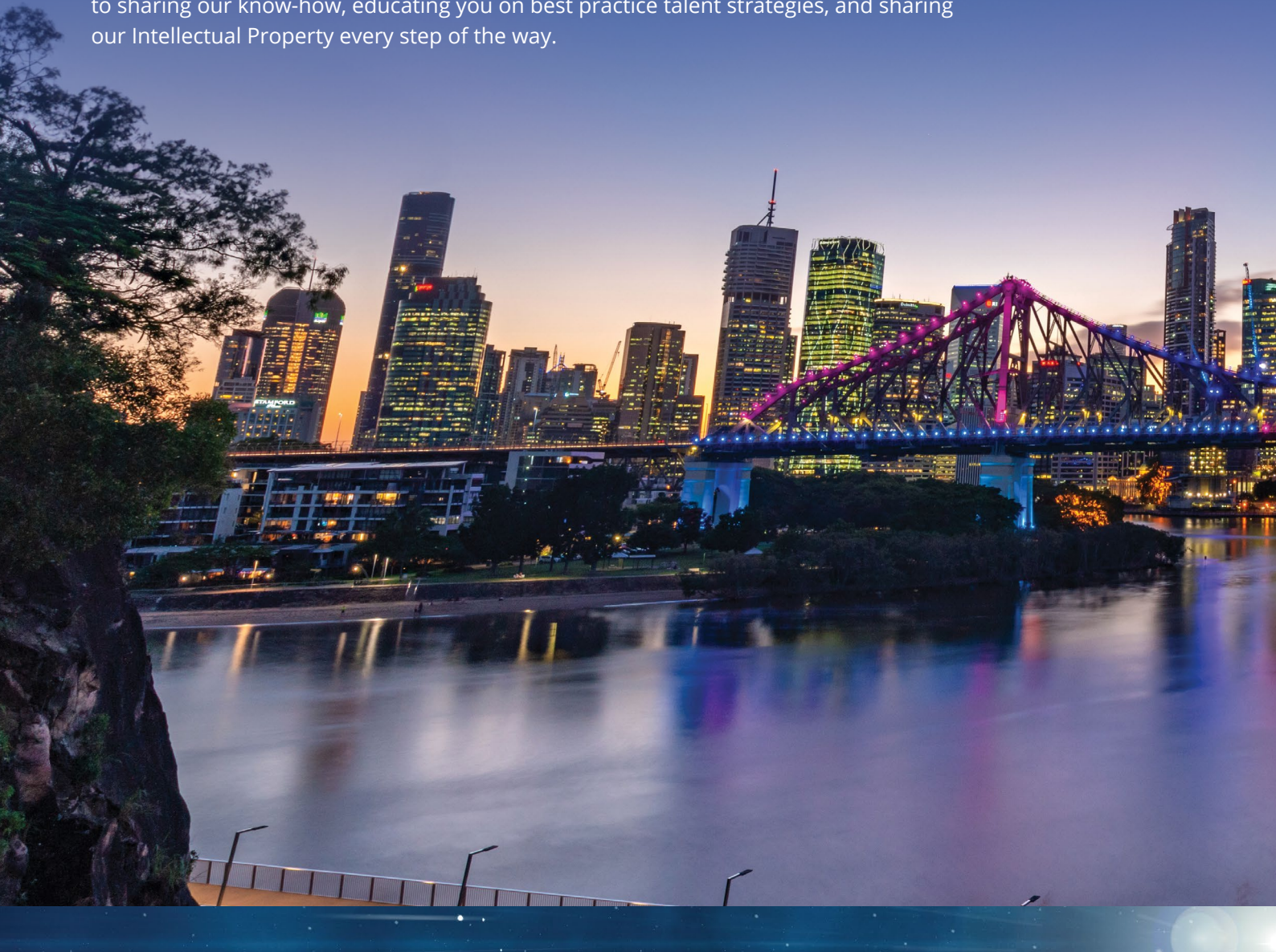
As a Queensland-owned business, we specialise in recruitment specifically for our state's government. We're not just about filling roles, we're about exceeding expectations and making a lasting impact.

WHAT SETS KINGSTON HUMAN CAPITAL APART?

We are not just another recruitment firm, we are your strategic partners in talent acquisition. Our passion lies in ensuring the Queensland Government secures the best talent available. When we work together, it's not a fleeting encounter. We are committed to sharing our know-how, educating you on best practice talent strategies, and sharing our Intellectual Property every step of the way.

“The Queensland Government's Buy Queensland initiative set the stage for us to flourish, and now we're doing the same for others”.

ELIZABETH KINGSTON



What is Recruitment as a Service (RAAS) and why is it so popular?

Normally, you manage the entire hiring process yourself, pulling you away from your core responsibilities. You've been through this before... you get your advertisement up on *smartjobs*, take candidate enquiry calls, review the job applications, not to mention coordinate the panel, scribe, and references. This comes at a cost to your productivity.

Recruitment as a Service is a comprehensive, all-in-one service. We act like a project manager and an executive assistant, running every aspect of the hiring project from start to finish, so you can focus on the important things.

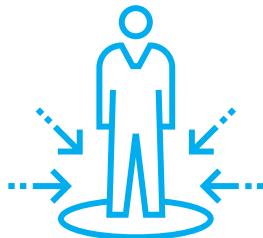
We collaborate with you to define your job requirements, advise on the perfect job ad, process *smartjobs* applications, screen and interview candidates, and build a shortlist for you. We then coordinate panel interviews, provide a scribe, and help you make an informed hiring decision. We also handle all the reporting.

Recruitment as a Service frees you up to focus on what really matters—your role and your team. We take care of the time-consuming hiring process, ensuring you don't miss deadlines or get side-tracked from your main tasks. In short, we don't send you a resume, we run the entire recruitment process for you, making it faster, more efficient, and less stressful. You stay in the driver's seat, but we handle the heavy lifting.



Recruitment as a Service improves your hiring outcomes

01



Reducing candidate loss and drop-outs from your hiring process

The Problem: One of the biggest challenges Queensland Government departments face is losing top candidates during their self-run hiring processes. Let's face it, leaders are juggling a lot—projects, daily tasks, staff management, responding to urgent matters and then add hiring to the mix. It is no wonder the hiring process can be a long one, and candidates jump ship for quicker moving opportunities.

The RAAS Solution: We speed up your hiring process without cutting corners on quality. By reducing the length of your hiring process, because we're expert project managers, we lose less candidates than your self-run projects, meaning you have more talent to choose from.

The Extra Mile: We are not just about speed and great project management, we are about engagement. We keep in touch with candidates throughout the process, making them feel valued and in the know. The result? More candidate engagement, less candidate loss. You're more likely to land a stellar hire who is as excited about joining you as you are about having them.

02



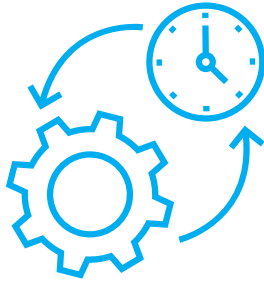
Improving the candidate experience and Queensland Government's brand as an employer of choice

The Problem: A sub-par candidate journey tarnishes your reputation and sends top talent running the other way.

The RAAS Solution: We don't just keep candidates in the loop, we make the journey enjoyable for them. This not only keeps them engaged, but also boosts your standing as an employer of choice.

The Extra Mile: It is not just about a smooth process, it is about creating quality interactions. We go beyond the basics to ensure candidates feel valued, enhancing your brand image in the long run.

03



Giving leaders their time back

The Problem: You've got a lot on your plate—meetings, projects, deadlines—adding hiring to the mix stretches you thin.

The RAAS Solution: We take the hiring load off your shoulders and speed things up, so you can get back to leading and doing what you do best.

The Extra Mile: It is not just about giving you time back, it is about peace of mind. Knowing the hiring is in expert hands lets you focus fully on your other responsibilities.

04



Reducing the risk of bad hires

The Problem: Let's be real, sometimes the clock is ticking and you've got limited options. It is easy to overlook red flags and end up with a hire that costs you in productivity, messes with your team culture, and increases staff attrition rates.

The RAAS Solution: We are here to help you reduce your risk of bad hires. Our expertise can significantly lower the risk of a bad hire, giving you peace of mind.

The Extra Mile: But we don't stop at just reducing risk. We also provide you with insights that empower you to make confident, well-informed decisions. So you're not just avoiding the bad—you're actively choosing the good.

The Recruitment as a Service process

Let us handle the time consuming work so you stay focused on the important things.

Unlike traditional recruiters who just send you a resume, we manage the entire hiring process for you. You oversee it, we run it. This means you can stay focused on your core responsibilities while we handle the nitty-gritty of hiring. Here is a breakdown of the RAAS process:

1. Project Design & Planning

Your team, your goals.

We kick things off with a detailed discussion. We deep dive into your needs, timelines, and expectations, ensuring we are in sync every step of the way. From here, we build a project timeline that suits your needs.

2. Advertisement Writing Support

Your story, told right.

We help you craft job ads that resonate with the right candidates, making sure your vacancies get the attention they deserve.

3. Keeping Talent Engaged During the Process to Reduce Candidate Loss

We keep candidates engaged throughout the process, reducing the risk of losing them to other opportunities.

4. Processing & Shortlisting

Getting you to Panel Interview

Phase sooner.

We sift through applications, focusing on quality and speed to ensure you get a shortlist of candidates who truly fit your needs. Because we don't have other commitments like you do, we can process your applications quickly and effectively, meaning you move to *Panel Interviews* sooner, reducing candidate loss.

5. Panel Arrangement & Coordination

We've got the logistics.

From scheduling to reminders, we handle all the details that you don't have time for, making sure your panel can focus on what they do best—evaluating candidates. We cover everything so that all you and your panel need to do, is arrive on the panel interview day.

6. Diversity & Inclusion

A workforce as diverse as Queensland.

We're committed to diversity and inclusion, ensuring your team reflects the community it serves. We will help you ensure your hiring process is DE&I compliant.

7. Anti-Bias Training

Fair and informed decisions that stand up to scrutiny.

We equip your panel with the tools to make unbiased hiring decisions, ensuring you get the best talent, free from prejudice. We're here to help you ensure you run a hiring process that stands up to scrutiny.

8. Interview Day Coordination

Leave everything to us.

We manage everything on the day, from the development of the interview questions to the printing of candidate packs, we handle everything so your panel can focus solely on candidate evaluation. All you must do is turn up.

9. Interview Question Creation

The right questions, every time.

We tailor interview questions to effectively evaluate each candidate's suitability for the role.

10. Communicating with Candidates

Direct communication before, during and after the interviews.

We will communicate with your candidates before, during and after their interview, to ensure they are kept in-the-loop.

11. Scribing

Precision in documentation.

A dedicated scribe captures every detail, ensuring a thorough and professional record of the interviews.

12. Decision Making

Your best hire, backed by data.

We support your panel to make great hiring based on evidence, ensuring you hire the best fit for your team. We can facilitate the evaluation discussion for you.

13. Reference Checking

Double-checked for quality.

We conduct thorough reference checks, adding an extra layer of assurance to your hiring decision.

14. Offer & Acceptance

A smooth transition.

We manage the offer process for you, ensuring a smooth transition from candidate to team member.

15. Compassionate "unsuccessful" Updates

Its important candidates who are unsuccessful are provided adequate feedback in a compassionate manner.

16. Progress Reporting

No surprises, just updates.

We keep you informed at every stage, so you're never in the dark.

17. Selection Report

Your decision, documented.

Quality reporting, on time.

18. Post-Project Support

Beyond the hire.

Our support continues even after the role is filled. If you need us, we are here to help.

19. Post-Project Evaluation

Always learning.

We review each project to identify areas for improvement, ensuring we are always offering you our best.



Your questions, answered

Q: Who uses RAAS?

A: Leaders who want to lead.

If you're a decision-maker in the Queensland Government, you're no stranger to the challenges of leadership. You're juggling multiple responsibilities, from strategy to execution, and the last thing you need is to get bogged down in the hiring process. That's where Kingston Human Capital and RAAS comes in.

Q: Why Choose RAAS?

A: Because you need results.

You're not only looking for a recruitment service, you're looking for a recruitment *partner*. A partner that understands the unique challenges of government work and is committed to helping you overcome them. With RAAS, you're not just filling a role, you're enriching your team and, by extension, serving the people of Queensland more effectively.

Q: What outcomes can RAAS provide you?

A: Leaders who've partnered with us for RAAS often highlight these key outcomes:

- 1. Accelerated Hiring:** Cuts down lengthy recruitment timelines, getting you the talent you need, faster.
- 2. Minimised Candidate Drop-offs:** Reduces the loss of potential hires by streamlining the process, keeping candidates engaged.
- 3. Elevated Candidate Experience:** Enhances the journey for applicants through thoughtful process design.
- 4. Informed Hiring Choices:** Supports leaders in making educated decisions, backed by data and expert guidance.
- 5. Robust Reporting:** Ensures compliance with best practices and provides comprehensive documentation for every hire.
- 6. Uninterrupted Leadership:** Allows you to stay focused on your core responsibilities and meet deadlines, without the distraction of the hiring process.

Q: When is it best to use RAAS?

A: For busy hiring leaders, RAAS is a service offering that can help you save time and stay focused on the important business as usual parts of your job.

You need to hire, but you don't have time to run the hiring and smart jobs process in addition to your regular tasks and deadlines. That's where we can help. We run the process as your HR support partner, you get an excellent hiring outcome and you don't fall behind on your regular tasks.

FROM STRESSED AND BUSY, TO HIRING BETTER WITH RAAS



Problem: Your to-do list is a mile long and adding hiring to it feels like an insurmountable task.

Solution: RAAS lifts that burden, streamlining the hiring process so you can lead effectively and focus on your core tasks.

THE DISAPPEARING CANDIDATE



Problem: You have found an ideal candidate, but they vanish midway through the process, costing you time and team morale.

Solution: RAAS keeps candidates in the loop and engaged, minimising drop-offs and helping you secure the best talent.

THE PAIN OF A BAD CANDIDATE EXPERIENCE



Problem: A sub-par candidate journey can damage your department's reputation and deter future applicants.

Solution: We enhance the candidate experience, creating a positive impact for both you and the talent you're after.

DECISION-MAKING DILEMMAS



Problem: A poor hiring choice can be expensive, affecting team morale and project success.

Solution: RAAS provides you with the data and insights you need for confident, informed hiring decisions, reducing the risk of a regrettable hire.

THE BALANCING ACT



Problem: Balancing your daily responsibilities with hiring feels like you're being pulled in many directions at once.

Solution: RAAS takes care of the hiring details, freeing you to focus on what really matters—leading your team to success.



Our client partnerships

We're not just about ticking boxes, we're about making a real impact.

At Kingston Human Capital, we've had the privilege of partnering with a diverse range of Queensland Government Departments. Our commitment to going above and beyond has led to consistently exceptional outcomes across the board. We understand the unique challenges and complexities that come with government projects, and we tailor our services to meet those specific needs.

We are proud of the partnerships we have established, and the tailored solutions we have provided. Here's a snapshot of the incredible departments we have worked with recently:

- » Department of Agriculture and Fisheries
- » Department of Corrective Services
- » Department of Education
- » Department of Environment and Science
- » Department of Justice and Attorney General
- » Department of Premier and Cabinet
- » Department of Regional Development, Water and Manufacturing
- » Department of Resources
- » Department of State Development, Infrastructure and Local Government
- » Department of Tourism, Innovation and Sport
- » Department of Transport and Main Roads
- » Metro North Health and Hospital Services
- » Metro South Health and Hospital Services
- » Queensland Health
- » Queensland Shared Services
- » TransLink



How do we meet deadlines?

We understand that time is of the essence.

That's why we're laser-focused on delivering your projects right on schedule. Our track record speaks for itself—we consistently hit our deadlines, thanks to our deep expertise in project management and our hands-on experience with complex recruitment projects.

Our team excels in navigating the intricacies of project planning.

We're adept at foreseeing potential roadblocks and have strategies in place to steer clear of them. This ensures each project milestone is not just met, but met on time.

What sets us apart?

It is our proactive planning. We don't just set a timeline, we craft a comprehensive game plan in collaboration with you. This isn't a one-size-fits-all schedule, it's a tailored roadmap that accounts for every nuance of your project.

We understand that the world of government projects is fluid.

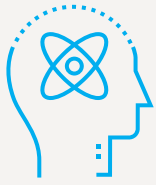
Things change, and when they do, we are ready to adapt. We keep the lines of communication wide open so if timelines need tweaking, we are on it. Our flexibility means we can pivot as needed, always with your needs front and centre.

How do we provide value for money?

At Kingston Human Capital, we are not just another vendor, we are your strategic partner.

Our seasoned team of recruitment professionals are committed to delivering exceptional value at competitive rates. We don't just win projects and hand them off to junior staff, we roll up our sleeves and get involved, ensuring you get the best value for every dollar you spend.





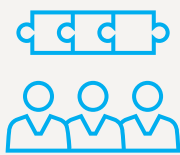
Knowledge Sharing: Empowering You for the Future

We are all about transparency and education. Unlike firms that hoard expertise, or parachute in and are secretive about their Intellectual Property, we share our know-how and guide you every step of the way. Our goal is to empower you with insights and skills that last long after our project wraps up.



Inclusive Training: Anti-Bias and Beyond

We offer complimentary anti-bias training, seamlessly integrated into our services. Clients rave about the real-world applicability of this training, which pays dividends in future hiring and panel engagements.



Diversity, Equity and Inclusion: More Than Just Buzzwords

Our DE&I expertise isn't an add-on... it's integral to our approach. We are up-to-date with all the latest policies and directives, ensuring your recruitment process is as inclusive as it is effective.



We Drive Local Benefits: From Recovery to Thriving Community

The *Buy Queensland* Initiative didn't just help us survive, it fuelled our growth and supported our business to become the thriving organisation it is today. It also inspired us to give back. Today, over 80% of our suppliers are local small businesses, contributing to a thriving Queensland economy.



Regional Reach: Queensland-Wide Impact

We are not just about Brisbane, we are about all of Queensland. We actively seek partnerships in regional and remote areas, committed to job creation across the state.



Community Engagement: Giving Back Where It Counts

We proudly support *Suited to Success*, donating with every project we undertake. It's our way of ensuring our impact extends beyond our immediate work, benefiting the broader community.



Ending Domestic Violence: A Zero-Tolerance Stance

Our commitment to ending domestic violence is more than just policy, it's a core value. We offer paid leave for affected staff and provide real-world support for clients navigating these sensitive issues.



Policy-Savvy: Navigating the Government Landscape

We are not just familiar with government policies and directives, we are experts. This deep understanding adds another layer of value, ensuring seamless alignment with your department's goals and broader government objectives.

Our services

We're not just a transactional recruitment firm, we're a full-service talent strategy partner. Here's a snapshot of our offerings:

- » **Recruitment as a Service (RAAS):** We are your HR partner who does the heavy lifting on your hiring projects. Let us manage the process for you, so you can stay focused on your goals.
- » **Executive Recruitment:** We find the executives who will shape your organisation's future.
- » **Temporary & Permanent Recruitment:** Whether it's a short-term temporary assignment, or a lifelong career, we've got you covered.
- » **Talent Strategy:** We craft a roadmap for your organisation's talent needs.
- » **Recruitment Training:** We empower your team with the skills to recruit effectively.
- » **Executive Coaching:** We elevate leadership skills for organisational success.



HOW THE *BUY QUEENSLAND* INITIATIVE HAS CHANGED OUR BUSINESS

When the Queensland Government introduced the *Buy Queensland* initiative, it was a lifeline in a post-COVID economy. At a time when many businesses, including ours, were surviving-not-thriving, this initiative empowered us to thrive once more. We experienced the transformative impact of this policy firsthand and it helped us to grow our business into what it is today.

Being the beneficiary of smart economic policy made us hyper-aware that we too have a role to play in helping other businesses thrive. That is why we also adopted a *Buy Queensland* policy—currently over 80% of our procurement spend is with local Queensland businesses.

We're a small company who is big on paying it forward. We all have a role to play in Queensland's economic health.



Lets connect and talk about how we can help you

We're excited to partner with you. Drop us an email at
Talent@kingstonhumancapital.com.au

Thanks for considering a Queensland-owned business like us.
We're all about making a difference in our beautiful home State.

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