

Streamlining the Recruitment Process



Auckland Transport is responsible for providing world-class transport services across the Auckland Region, including roads, footpaths, cycling lanes, parking, and public transport. Their teams help make Auckland the best place to live, work, and play.

THE CHALLENGE

Auckland Transport recruits a large number of Parking Officers annually. They already used customised norms and benchmarks, but because of the number of applications and the bulk testing nature of the shortlist, administrative time for both the recruitment team and the hiring managers was considerable. They needed a quick and efficient way of screening candidates against their internal testing benchmarks and requirements.

OPRA'S SOLUTION

To help with reducing the administrative time involved in the testing process OPRA developed a customised interactive report. Links to the assessments were sent to candidates as per normal, but rather than downloading reports individually, OPRA's innovative design allowed Auckland Transport to download multiple candidate results into the interactive report with candidates automatically ranked according to suitability and fit. This would provide an 'at a glance' overview of each cohort of applicants.

Additionally, OPRA undertook a review of the existing normative groups being used by Auckland Transport to update the end-to-end testing process and help improve the robustness of the tools being used.

RESULTS

The interactive report allowed Auckland Transport to quickly and easily review psychometric test results for applicants to the Parking Officer role. This significantly cut down the current administrative time being spent by the recruitment administrator and also the Parking Officer hiring manager. It also provided a quick and easy overview of how all candidates were performing against internal benchmarks and requirements.

CLIENT FEEDBACK

Feedback was positive and the solution was seen as a good step forward in the streamlining of their recruitment process. The interactive report allowed Auckland Transport to quickly and easily review psychometric test results for applicants.

