

BREAKING THE RESOURCER CHURN CYCLE

HOW A UK RECRUITMENT BUSINESS BUILT A HIGH-PERFORMING, LONG-TERM RESOURCING TEAM

CHALLENGE

The business had long relied on UK-based resourcers, but a persistent structural problem held them back: as soon as a resourcer became competent, they were promoted into a consultant role. This created a constant churn cycle where consultants continually trained new starters, candidate quality fluctuated, and there was no continuity in a role that made up half of the recruitment function. The resulting operational slowdowns limited sustainable growth. What they truly needed were long-term specialist resourcers who would stay in the role, build mastery, and create stability.

“It is half our job, and we kept losing good people just as they became good. We needed long-term resourcers, not a constant conveyor belt.” – Head of Talent

THE *impact*

TalentHub transformed the company’s resourcing model, replacing churn with a stable, scalable, high-performing team. UK and South African teams now operate seamlessly, processes are sharper, onboarding is smoother, and candidates are found faster. The business can finally grow with confidence, supported by a team that stays and delivers consistently.

“TalentHub has given us stability, quality, and a team that lifts the whole business. It has been a game changer.”
– Head of Talent

APPROACH

TalentHub partnered closely with the Head of Talent to deeply understand the 180 resourcing model, cultural expectations, and relationship-led recruitment style. A rigorous multi-stage screening and interview process ensured alignment from the outset. The Head of Talent flew to South Africa to deliver a full 10-day UK-style induction to the first cohort. Together, TalentHub and UK leadership refined the ideal profiles, motivators, and behaviours, improving the onboarding experience with every intake. This was not a standard outsourcing project. It was the intentional creation of a mirror team built to operate exactly as the UK team did.

“We wanted people who understood the role, the culture, and the way we recruit. TalentHub made that possible.” – Head of Talent

SOLUTION

TalentHub established a stable, committed South African resourcing function built for long-term success. The team consisted of true specialists who aimed to master the 180 role, not consultants-in-waiting. Cultural immersion was prioritised from day one, combining UK-led induction with ongoing coaching and leadership involvement. Starting work at 6am UK time gave the business a competitive advantage, with resourcers securing candidates before competitors even logged in. Each intake’s onboarding improved on the last, speeding up performance and reducing ramp-up time. The cost-effective structure allowed the business to scale capacity significantly without UK salary pressures.

“Each intake performed faster than the last. It just keeps getting better.” – Head of Talent

RESULTS

- For the first time, the business achieved true stability in its resourcing function, breaking the long-standing churn cycle. Consultants now receive higher-quality candidate pipelines, delivered faster and with greater consistency. Early-morning coverage enables the team to secure candidates ahead of the market, strengthening competitive advantage. The South African team is consistently described as positive, motivated, and a breath of fresh air. With 12 resourcers in place and 8 more onboarding, each cohort is performing sooner and at a higher standard than the one before.

“They are positive, committed, and genuinely want to do a great job. The work ethic is incredible.”
– Head of Talent

