

ENDING THE CHURN CYCLE & STRENGTHENING DELIVERY

HOW TALENTHUB TRANSFORMED TEMPEST'S RESOURCING & SUPPORT FUNCTION



CHALLENGE

Tempest faced a structural challenge: resourcers in the UK 180 model were continually promoted into consultant roles, creating churn, delivery gaps, and constant retraining that slowed productivity. Operational support roles were also difficult to fill reliably, leading to inconsistent candidate quality, rising workloads, and pressure on consultants.

The business needed long-term stability — career resourcers, consistent performance, and dependable operational support to enable scalable growth.

“We needed long-term resourcers, not a conveyor belt.” – Head of Talent

THE *impact*

TalentHub didn't just solve hiring issues — it rebuilt the 180 model with stable, long-term capability. A stronger support function eased consultant pressure, improved processes, and increased operational resilience. What began as a fix for churn is now a strategic partnership powering Tempest's growth.

“It's been a game changer. We've strengthened our support function, improved efficiency, and hired exceptional people.”
– Brad, Tempest

APPROACH

TalentHub worked closely with the Head of Talent and E-Procurement leadership to understand Tempest's culture, expectations, and growth goals. Instead of simply sourcing offshore talent, they engineered a long-term, capability-driven resourcing model.

Jo and the team replicated a UK-style induction in South Africa, refined onboarding each intake, hired mindset-first career resourcers, and ensured strong cultural alignment.

The result was an offshore function that operated as a true extension of the UK team.

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



SOLUTION

TalentHub built a stable, career-focused resourcing team in South Africa — specialists committed to the role long-term, removing the progression pressure and churn of the UK model.

They also placed high-calibre support professionals who learned the UK market quickly, showed initiative, integrated smoothly, and strengthened internal operations.

The result was a fully aligned, highly capable offshore function that improved delivery and efficiency.

The new support hire exceeded expectations from day one, demonstrating strong judgement, adaptability, and true team alignment.

RESULTS

The transformation was significant and measurable:

- Stability restored: long-term career resourcers created consistent delivery across the 180 model
- Faster ramp-up: each new intake reached competency quicker than the last
- Scalable growth: 12 South African resourcers onboarded, with 8 more starting
- Operational lift: support roles were filled with capable, proactive hires
- Consultant productivity increased: freeing them to focus on sales and client delivery
- Improved culture and collaboration: UK and SA teams operated as one unit

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

