Leicestershire Fire and Rescue Service

Applicant Tracking System

Case Study

About LFRS

Leicestershire Fire & Rescue Service (LFRS) serves the communities of Leicester, Leicestershire, and Rutland, covering more than **979 square miles** of diverse landscapes. With **20 fire stations** and headquarters in Birstall, Leicester, LFRS operates across **urban, semi-rural, and rural** locations, including major motorways, an international airport, large-scale businesses, heritage sites, and protected wildlife areas.

As a service committed to attracting the best talent, LFRS sought a **modern, efficient** recruitment and onboarding platform to enhance candidate experience while streamlining internal processes.

Delivering a Personalised Candidate Experience

Recognising the need for a **state-of-the-art** recruitment journey, LFRS partnered with The Hire Lab to transform its hiring process. The goal? To create a **branded, engaging** digital experience that simplifies recruitment while ensuring **candidates remain informed** throughout their journey.

The **employer-branded online careers hub** allows applicants to:
- **Create and manage profiles**
- **Apply for jobs in one click**
- **Self-serve throughout the recruitment and onboarding process**
- **Track their progress in real-time**

"I found the whole process very smooth and easy to navigate. I could see exactly where I was in the process and what to expect next, which really helped me draft my application, prepare for my interview, and get ready for my start date in my new role within the Service."
— **Alex Scoppie, New LFRS Employee**

A Single Source for Recruitment Data

Before implementing The Hire Lab, LFRS managed recruitment data across multiple systems, leading to duplication, inefficiencies, and administrative burdens. Now, with a **single digital portal**, HR professionals and hiring managers can

- Maintain a **full audit trail** of every applicant's journey
- Automate **routine administrative tasks**, such as **interview scheduling**
- Control **user access and privileges** for different recruitment stakeholders

"The ability to manage everything in one place has been a game-changer. We've eliminated manual processes, streamlined workflows, and improved transparency across the board."
— **Storrm Persico, Recruitment Team Member**

Empowering Hiring Managers with Self-Service Tools

Hiring managers now have **on-demand access** to applicant data, reducing reliance on HR teams for updates. Whether on a **laptop or mobile device**, managers can:

- **Instantly retrieve applicant details**
- **Progress candidates efficiently** through the hiring process
- **Reduce email and phone queries to HR**

"Using The Hire Lab has proven that there can be a slick recruitment process for both employers and candidates. As a hiring manager, I'm able to shortlist for roles efficiently and see where the offered candidate is at with their onboarding experience, enabling me to be proactive in my approach."
— **Emma Anderson, Area Manager, People and Organisational Development**

Seamless Integration with Psychometric Assessments

LFRS incorporates **psychometric assessments** as part of its hiring process to ensure candidates meet the required skills and competencies. With our **integration with Test Partnership** The Hire Lab **automates the entire assessment process**, from inviting candidates to **generating reports and linking results** to application profiles.

Key benefits include:

- **Reduced administrative workload** for recruitment teams
- **Automated candidate invitations and result tracking**
- **Real-time reporting on assessment data**

"We've significantly cut down manual processing time. The system does everything for us—sending invites, collecting responses, and displaying results in one place."
—**Lucy Tregenza – People Service Team Leader**

Simplifying Assessor Feedback with Digital Forms

The introduction of **online, scorable assessment forms** allows assessors to complete candidate evaluations **live, from any device**, whether in the classroom, the appliance bay or outside in the drill yard.

- **Enabling real-time scoring** and automatic progression for successful candidates
- **Reducing paperwork** and improve decision-making speed
- **Facilitating custom-built forms** tailored to different assessment stages

"The move to digital assessments has streamlined our process. We can now score applicants instantly, ensuring a smoother and faster progression to the next stage."
— **Matt Walters, Group Manager Business Assurance**

Centralised Onboarding for a Seamless Experience

Onboarding at LFRS previously required multiple manual handovers between teams, increasing errors and delays. Now, with The Hire Lab, the recruitment team can easily export and share relevant data with all stakeholders (including ICT, Finance, Health & Safety, and Service Information teams), **reducing administrative effort and improving accuracy**.

With **automated alerts and real-time visibility**, the recruitment team can:
- **Instantly retrieve necessary details** (e.g., payroll, IT setup, safety compliance)
- **Eliminate human errors** caused by manual data transfers
- **Shorten the onboarding timeline**, ensuring new recruits are operational faster

Delivering Measurable Results

Since adopting The Hire Lab, LFRS has achieved **significant improvements** in its recruitment and onboarding process:

- **Reduced administrative workload** by automating key tasks
- **Improved candidate engagement**, leading to increased onboarding effectiveness
- **Faster hiring decisions**, thanks to real-time collaboration tools
- **Centralised data management**, ensuring compliance and efficiency

"We've transformed our hiring process—less manual work, better data control, and a vastly improved candidate experience."
— **Viktorija Komza, LFRS Recruitment Lead**

"Moving our onboarding online has made a huge difference. Every department now gets the information they need instantly, and we've cut down delays significantly."
— **Matthew Urch, ICT Manager**

Looking Ahead

Building on this success, LFRS is working with The Hire Lab to explore **further enhancements**, including:

- **Deeper integration with workforce planning tools** (e.g. Job Authorisation)
- **Advanced analytics** for hiring trend insights

"The impact has been fantastic. Our recruitment is faster, smoother, and more efficient. We're excited to see what's next as we continue refining our process."
— **Lisa Bengi, Head of People Team**

To talk through your recruitment transformation needs, please contact
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Read more at www.thehirelab.com

The Hire Lab