

### Case study – justteachers, recruitment company

Formed in 2005, justteachers has since grown into a leading supplier of permanent and supply teachers. Growth for justteachers has been rapid, with the company supplying teachers both from the UK and internationally into British schools through its network of offices in London, the Midlands, North West, Yorkshire and Lincolnshire.

For teachers, justteachers has the easiest registration process in the education sector, and unlike most agencies do not use timesheets, therefore, allowing teachers to do what they do best – teach!

It is through the use of advanced technology that justteachers has remained ahead of the game by being able to precisely match teachers to the right school, combined with superb payment mechanisms.

### Decision

Outsourcing is the obvious option for justteachers – it allows the agency to utilise cutting edge technology with minimum input so that the agency can focus purely on growth and development.

Shelagh Smith has worked at justteachers since 2007 as Financial Controller. She is a strong advocate for outsourcing and explained why Safe Outsourcing was the obvious choice for justteachers:

“Using Safe Outsourcing to provide our payroll and invoicing function, as well as our full accountancy function, means that justteachers can focus on our core business of providing top quality teachers to our schools”.

Safe Outsourcing was not the first outsourcing model that justteachers utilised, Shelagh explains that the main difference she has experienced with each service provider compared to Safe Outsourcing is that:

“Safe Outsourcing are wholly focused on the recruitment industry with all their products and processes geared towards recruitment agency needs, and, they are able to provide a bespoke, comprehensive, reliable and cost effective service to justteachers”.

### Results

When considering outsourcing multiple tasks to Safe Outsourcing, justteachers' key priority was to ensure that they continued to oversee the outsourced areas of the business. Shelagh Smith was in particular keen to remain involved in the process, and to have access and visibility of key commercial and financial reports on a weekly basis:

"Safe Outsourcing ensure I have direct access to all the reports I need in order to manage the profitability and cash flow of justteachers. Of particular importance is having access to a timely and accurate weekly margin report, customer turnover information and full monthly management accounts."

In order for this key information to be produced, the speed and accuracy of the timesheet processing and invoicing is paramount.

One of the greatest successes justteachers has experienced through outsourcing is the credit control. The results achieved by Safe Outsourcing credit controllers are second to none. Safe Outsourcing senior credit controller - June Cullinane, performs credit control for justteachers; her methodology for credit control is 'I adopt a personal approach' June explains:

"The principle of a successful Credit Controller is very similar to that of a Sales Person, success is created through relationship building.

Both I and the other Credit Controllers build a relationship with each account. This enables us to chase accordingly, and build a rapport with every client. We act as a first point of contact, so each query is handled personally and quickly.

We adhere to strict service level agreements (SLA's) so justteachers know we are working efficiently and effectively. The bespoke Credit Control system we use also enables us to offer a tailored approach to each client, by allowing notes and actions to be recorded. It also allows justteachers to see who and what we are collecting so they have input in our processes.

Currently our set collection targets are being hit mid month which is a great result for myself and justteachers".

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With a specific focus on Credit Control, Shelagh Smith comments that:

“The credit control service provided by Safe Outsourcing is excellent. It is important that we can rely on the credit control team to communicate professionally and courteously with our customers, whilst also achieving the cash collection targets necessary for the cash flow requirements of the business”.

justteachers utilise a complete outsource service from Safe Outsourcing – pay, bill, credit control and management accounts – and believe that the service has enabled justteachers to develop their business both in terms of competitive advantage, and, focus of the team and management to grow the business..

“Safe Outsourcing understand the changing needs of our growing business. We are confident they will continue to provide flexible solutions and services to support our future success”.