

How a UK Staffing Firm Booked 1000 Shifts Monthly with Out-of-Hours Support

About the Client

Since 2003, the client specialises in recruitment and workforce solutions across the UK, focusing on acute and locum doctors, psychiatry, nursing, and AHP/HSS sectors.



How QX Resolved Client's Key Challenges

Client's Challenges	QX's Smart Solutions
Loss of profits due to lack of support for bookings and cancellations.	QX introduced an Out-of-Hours team for evening shift (16:00-23:00), weekend, and holiday support.
Recruiters were overwhelmed with booking tasks, reducing focus on candidate sourcing.	Continuous booking support allowed recruiters to focus on sourcing.
Increased first-line queries added pressure on the onshore team.	The OOH team handled last-minute bookings and queries, easing the onshore load.
No evening or weekend support resulted in business losses.	Ensured bookings were covered during evenings and weekends, reducing losses.
Team expansion scaled back due to limited database availability.	Team size adjusted to market conditions & resource availability.

Key Achievements

- ▶ The OOH team booked **350 shifts monthly** in one year, generating **£150K in revenue**.
- ▶ Day Team booked **400 shifts monthly**, earning **£200K in one year**.
- ▶ OOH team's **400% ROI** led to the addition of a Day Bookings Team with 3 new FTEs in January 2023.
- ▶ Both teams now book an average of **1,000 shifts monthly**.