

Making the difference with Resourcing...

Retail Resourcing Toolkit for TK Maxx





Making the difference with Resourcing...

Retail Resourcing Toolkit for TK Maxx

Recruitment methods used across TK Maxx were not consistent and TK Maxx engaged TFA to develop a simple and practical toolkit with the aim of helping Managers and Key Recruiters attract the right people, decide on the best methods of recruiting, assessing competence and identifying talent for an immediate or future vacancy within the business.

MEASURING SUCCESS

In order for the toolkit to be effective, it needed to:

- Reflect the new TK Maxx brand values and also be directly linked to the TK Maxx Core Behaviours.
- Support the delivery of robust, professional and effective recruitment methods that reflect current best practice standards.
- Be easy to navigate/use and signpost Managers and Key Recruiters to information that will be held on the intranet.

THE TFA APPROACH

After researching the role and responsibilities of Associates and Store Managers an A5 toolkit was developed comprising of:

- Welcome Letter with a visual overview toolkit structure and contents.
- A Principles of Resourcing Booklet.
- A 'Together we make the difference with Recruiting Managers' booklet including a Pick and Mix Matrix and How to build and deliver and effective Assessment Centre.

- A 'Together we make the difference with Recruiting Associates' booklet including a Pick and Mix Matrix.

The toolkit also guides the user to A4 templates, checklists and exercise documentation which is held on TK Maxx's back office system print off black and white and use as and when they need to.

The materials were launched to the business in June 2011.

ONGOING SUCCESS

Due to the success of the initiative, TFA have subsequently been asked to propose for:

- Developing a similar suite of materials for the Distribution area of the business.
- Updating existing Distribution induction training materials covering the 'Off-price model.



TFA were accommodating, flexible throughout and committed. They brought their own ideas, examples of things used previously, were able to challenge effectively and offered alternatives with knowledge and expertise.