

Case Study

Customer Profile

Customer

Tenpin

Industry

Hospitality/ Entertainment

Website

<https://www.tenpin.co.uk/>

Profile

One of the largest providers of bowling and competitive socialising venues in the UK.

Organisation

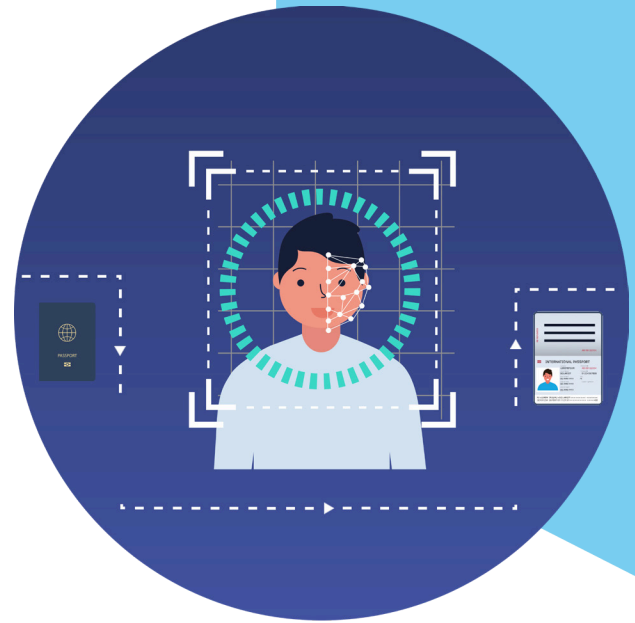
Tenpin is a family entertainment business, with over 20 years of experience running competitive socialising venues across England, Scotland and Wales. Tenpin is proud of their heritage as part of one of the largest and 'best' bowling and indoor activities providers in the UK. Today, the organisation operates more than 1000 bowling lanes, across 54 sites, with more in the pipeline.

Business Need

As a multi-site business, Tenpin need an efficient and streamlined way to manage recruitment and onboarding of all staff. With a workforce of around 2,200 employees, recruitment and onboarding across their regional entertainment sites are managed by local managers, centrally supported by a small HR team. Finding a straightforward way to consistently manage Right to Work checks and ensure compliance was critical for the Tenpin team.

Solution

In 2020, Tenpin introduced the TrustID Right to Work service, integrated with Harri's Applicant Tracking System (ATS) to support the high-volume recruitment across all their sites. For Tenpin, Harri was the perfect solution to respond to changing market conditions, helping regional managers to manage the recruitment process through their mobile App, easily find the right candidates and communicate with them effectively. Thanks to the integration with the TrustID service, the Right to Work check became an easily managed step in the end-to-end onboarding process.



Benefits of using TrustID

- ✓ Seamless integration with Harri Applicant Tracking System (ATS)
- ✓ Streamlined onboarding and recruitment of over 2,200 staff, at Head Office and across multiple sites
- ✓ Reduced cost for HR resource
- ✓ Straightforward compliance
- ✓ Positive employee experience

“Thanks to the technology, my team can just act as a ‘back-up’ to ensure that everything has been completed accurately.”

Julia Terry, HR Director, Tenpin

Straightforward onboarding for all staff

Today, Tenpin can quickly and efficiently onboard staff across all their sites. The TrustID service can support Right to Work checks for holders of any eligible documents, which is a huge advantage for Tenpin who employ a diverse workforce which includes students and applicants of all nationalities.

In 2022, when Right to Work guidance changed, Tenpin introduced TrustID's Digital Right to Work checks for eligible candidates, meaning that they no longer need to see all applicants face-to-face. The Tenpin HR team have also introduced a 'standalone' TrustID Right to Work service account, not integrated with Harri. This allows their team to initialise checks for those applicants who are applying directly for roles, e.g. for Head Office roles not advertised through Harri.

Julia Terry, HR Director at Tenpin, explains *"We take Right to Work checks very seriously! So, having all applicants going through a consistent onboarding process, whoever they are and however they apply, mitigates our risks and ensures our compliance is just taken care of."*



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No need for extensive HR support

Before introducing technology, Tenpin were reliant on an HR team member visiting each location to support regional teams and manually audit staff records to ensure compliance. Today, Tenpin have been able to save time and resource in their HR team, thanks to the technology. The business now runs a very small HR Team and are able to support recruitment across their 2200 positions with just one HR administrator.

"We probably run recruitment with one of the smallest HR support teams for an organisation of our size." says Julia. *"Thanks to the technology, my team can just act as a 'back-up' to ensure that everything has been completed accurately."*

Today, applicants can't complete the Harri onboarding process without a successful TrustID Right to Work check. Those eligible for a Digital Right to Work check progress automatically when a check is successfully completed. Employees who aren't eligible for digital checks can be manually moved through the system once the manager is satisfied that they have seen the correct documents.

"We have set a new starter alert which means that the HR team can pop into the system and just double-check an employee's Right to Work as they join our team," explains Julia *"On the rare occasion that there might be a mistake, they can correct it and head off any problems."*

Positive Employee Experience

Employee experience is key for the Tenpin team, who are keen to attract and retain the best talent. So, they regularly measure 'salaried' employee satisfaction, asking about their experience through all the onboarding touchpoints. Feedback on the TrustID and Harri experience has been extremely positive.

"So far, we've never had anyone say they've had a bad experience - everyone, without fail, has been complimentary about how quick and smooth the whole process is, from applying to onboarding through training and beyond," remarks Julia.

Conclusion

Tenpin have been able to introduce a professional and straightforward onboarding journey for their staff, across a growing number of sites, thanks to TrustID and Harri.

Julia says: *"Everything just works well. Very smooth. Very quick. We don't have many issues and they're quickly resolved if we do. It's just great!"*

