



The Ultimate Guide to  
**Workforce Agility**

**weploy™**

# Understanding Workforce Agility and Why It's No Longer Just a '**Nice-to-Have**'

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# Introduction

Technological disruption and the global nature of the business world is changing the way we work. One key trend that today's market leaders are embracing is the idea of responsive workplaces, and in the process, setting themselves up to thrive rather than simply survive.

A recent [report](#) on the digital workplace from consulting firm Deloitte says that the key to success in the modern workplace “lies in the effective implementation of a digital workplace strategy capable of driving true cultural change”.

This eBook makes the case for introducing agency and agility to your workplace, and suggests how you can implement a digital workplace strategy and culture that is embraced by management, staff and customers alike.

## The agility experts

Weploy is an on-demand staffing platform for temporary office support staff that allows companies to create an agile working environment, enhancing productivity and efficiency. A lead-by-example organisation, Weploy shows the value of specialisation in a dynamic and rapidly changing business environment.



# What is agility?

Simply put, agility is the willingness to change, the ability to change, and how quickly you can change. But is not incompatible with reliability and resilience – as the saying goes, you can't have agility without stability.

## Speed + stability = agility

Organisational health in today's market depends on combining speed with stability. One [study](#) of companies over a decade shows that agile companies, those who possess both speed and agility, vastly outperform companies with only one of those attributes, or neither.



The ten key attributes identified in agility leaders are:

Role  
clarity

Top-down  
innovation

Capturing external  
ideas

Process-based  
capabilities

Operationally  
disciplined

Internally  
competitive

Meaningful  
values

Knowledge  
sharing

Inspirational  
leaders

People-performance  
review

What started out as a buzzword in software development has turned into a business philosophy. Adapting to contemporary workforce best practice, therefore, needs to be holistic, and most importantly, it doesn't have to mean sacrificing quality of personnel or the work they produce.

Weploy helps you introduce agility to your workplace in three key staffing scenarios:

### 1. Reactive

The first obvious use for an on-demand staffing platform is to fill an immediate gap, such as a receptionist calling in sick. Engaging a pre-vetted, qualified professional to fill in eases the strain on the whole team, both by their capability but also in stopping other productivity and employee satisfaction gaps from opening by not having to cover for the sick staff member.

### 2. Operational

The most common use for Weploy staffing solutions is when workplaces need to ramp up their team for specific projects. Scenarios include adding customer service or administrative headcount during key projects, so that the best people can be deployed to deliver changes effectively and on time.

### 3. Strategic

Outsourcing administrative work to ease the burden on specialists is an emerging trend in agile workplaces. We call this atomising which can have a huge impact on productivity and employee satisfaction, particularly when the changing nature of the working day means that allocating time and resources to dull and repetitive tasks is a challenge for knowledge workers.



# Remaining competitive

A phrase commonly used in the tech world is 'disrupt your business before someone else does'.

In the current business environment, agility becomes important because of the level of disruption being experienced.

It is a warning that needs to be heeded by even the most successful companies – it is said that businesses are more likely to grow if they make a transformational change at their peak.



## 1. Technology creates disruption

Amazon's online dominance disrupts the retail market

## 2. Disruption leads to uncertainty

Brick-and-mortar businesses scramble to keep up as revenues decline

## 3. Workforce agility helps businesses navigate the uncertainty

Retailers offer

- extended trading hours
- greater workforce specialisation
- personalisation of products
- enhanced offerings to bring back customers



## Keeping up with trends

**Three fundamental trends over the last three decades have led to disruption. This means that businesses need to be agile and change to keep up:**

- Ageing workforce: baby boomers are retiring, taking a wealth of knowledge and experience with them.
- Information revolution: grappling with the benefits and burdens of having more information than ever before, but also being able to cut through the noise it's making.
- Change of pace: today's work environment is speeding up and employees need to work faster and learn to effectively collaborate in more ways than ever before.

**In response to these challenges, Deloitte highlights a number of employment trends that are no longer simply a 'nice-to-have':**

- Changes in working styles that enable employees to work more transparently and utilise technology such as social networks.
- Keep employees connected through their mobile devices to provide access and flexibility.
- Support virtual work environments, allowing employees to stay connected in remote locations.
- Enhance productivity by providing employees with the right tools and right information at the right time.
- Offer a progressive and innovative environment demanded by top candidates.

## Respond to disruption

When disruption rules, agility becomes the key to success. More siloed traditional business models are efficient when times are stable. However, disruption and the speed with which it is occurring makes it hard for these business models to perform and succeed – therefore agility is key. Businesses need to rethink their workforce design, as slower businesses risk losing market share to more agile competitors.

Structuring your business to work smarter, rather than harder, can help you respond effectively to disruption. Freeing your top talent to do what they do best – rather than worrying about who is answering the phone or when the database is going to be updated – has many tangible and intangible benefits.

Changing the game internally can help you adjust to the pace and threats presented by external actors. Accelerating your ability to execute appropriate change means that you will increase your capability to seize upon new opportunities.

# Shaping your business

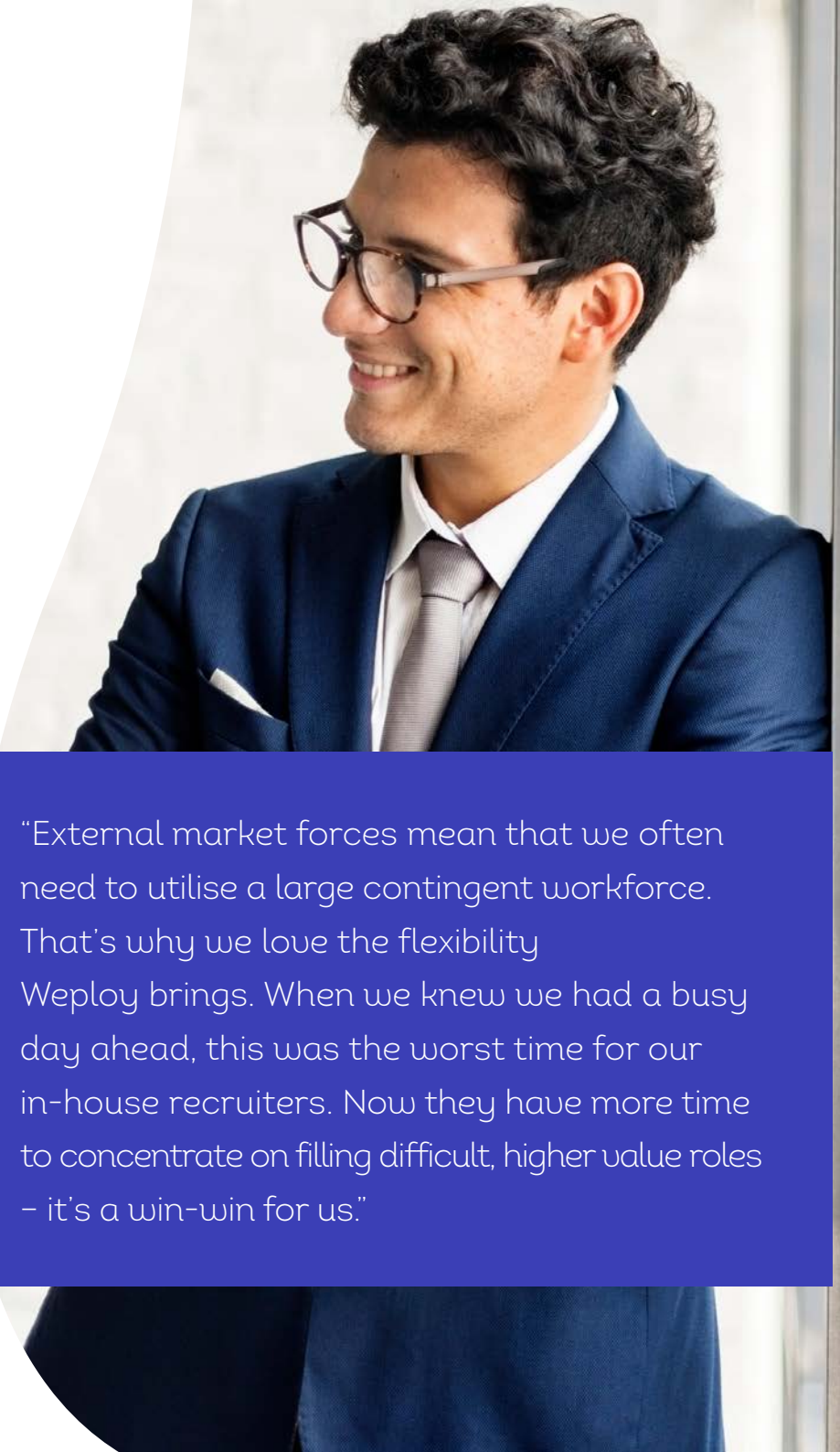
As workplace structures undergo a period of transformation, employee expectations around flexibility are changing. In exchange for being on call outside of traditional work hours, modern workers want solutions to align work across technology, people and barriers.

Workplace relations firm Employsure – Australia’s fastest growing company – used Weploy reactively to help change its business model. It wanted to relieve pressure on a crew of nine in-house recruiters during peak times, in turn freeing up hiring managers to quickly solve day-to-day staffing issues at the same time.

Emloysure is a perfect example of how using Weploy can transform a rigid operating structure to an agile environment. Having filled 300 roles the previous year, and with 400 projected for the next year, recruitment was an expensive and time-consuming process given the scale of Employsure’s rapid expansion.

“Weploy changed the standard procedure for us,” says Head of Talent Michael Morris. “With no middle man, we were empowering hiring managers to solve staffing problems directly.”

“We were sceptical, but the Weployees – they are great. No bad ones, nobody who couldn’t do the job they were assigned. The service was an instant hit among our hiring managers in particular, who loved the platform and how intuitive it was to use. They quickly became used to ordering Weployees on their commute to work, who would then be ready for them by the time they arrived,” he says.



“External market forces mean that we often need to utilise a large contingent workforce. That’s why we love the flexibility Weploy brings. When we knew we had a busy day ahead, this was the worst time for our in-house recruiters. Now they have more time to concentrate on filling difficult, higher value roles – it’s a win-win for us.”



# Changing face of agility

A report on megatrends in workforce disruption by consulting firm EY says that:

“It was only a matter of time before technology fundamentally altered the nature and perception of how we work. A clear example of this is the emergence of the gig economy, which is the concept that in the future, people will increasingly have temporary jobs, or do separate pieces of work rather than working for one employer.

This trend is transforming the talent landscape and is a simple reminder that organisations must continuously look at how they can attract talent and adapt their offering not only to consumers and clients, but also their employees.”

## Next big tech disruptions

At a time when everyone is looking for wins through automation, businesses need to be wary of pushback. Consumers, for example, are expecting higher levels of bespoke customer service in compensation for automation of some previously face-to-face actions.

Some analysts predict that as we begin to realise better methods of data analytics, there may be a shift from simple automation to productivity. History has shown that automation offers new sectors and forms of employment that we haven't been able to envision. The digital revolution led to a sudden wave of app developers, we are yet to know what industries an economy dominated by machines and AI is likely to generate.

## Riding the wave

With an ever-increasing focus on digitisation, it is important to remember that an efficient workplace fuses the best people with the best technology. Firms at the top of their game utilise technology to automate and simplify some tasks, so that talent can be used to their potential in fields such as customer service and decision-making.

So, when it comes to transforming your business from static to agile, the principles of change management are as strong as ever. Change requires support from the top down, clear focus and goals, strong communication, training and development, resistance management, and an ongoing feedback loop between management and staff.



# Agility in practice

The ongoing need to quickly fill admin, data entry, and front-desk roles had placed significant strain on VicSuper's human resources team, which did most of its recruitment directly, sometimes using agencies to help fill specialised positions. This was a time-consuming process, especially when it came to screening candidates for their suitability.

Even for a digital native like VicSuper's People Experience Graduate, Anthony Loschiavo, allowing an established process to be disrupted by a technological solution took a change in mindset.

"The screening process for new employees is very important to us – we're a superannuation business," he says. "Sending requests through an app and someone who you don't know accepting the role is a little disconcerting at first."

Giving managers the freedom to hire as required from a trusted source brought a new culture of agility to VicSuper – along with some other unexpected changes in culture.

"Our favourite thing about Weploy, outside of its efficiency, is the people that come in and work for us.

There's a genuine enthusiasm to come into work from them. They are happy to be here, working for us today. It rubs off and makes the whole team better by having them around," he says.

"Working with the Weploy team is easy. We can contact them and resolve an issue in the same day. It's a streamlined process, with easy payments and low amount of admin overall, a big change from trying to manage the process of hiring for those roles directly."

**"It saves so much time to have your own 'talent pool', screened and vetted on an ongoing basis by Weploy. Ultimately, the hiring manager has more time to do their own stuff – the valuable things that make our business better. Weploy reduces the burden upon them, especially during busy periods where extra staff are most needed."**

Not only has Weploy moved the needle in terms of workplace efficiency, but three Weployees have since been employed by VicSuper, which Loschiavo says speaks to the quality of the staff the platform provides.

"We'd recommend any other business who currently fills its roles directly to give Weploy a go."

# Change in action

How does a new player use agility to radically disrupt the existing way of doing things? Take Weploy for example. Seeing a gap in the recruiting market for temp work, Weploy designed a way of connecting supply and demand that favours proven skills over time-intensive job interviews – and all via an Uber-style app.

Job seekers (known as Weployees) sign up, answering questions about their qualifications and background, and go through psychometric and cognitive tests to objectively determine their skill levels. They are then vetted by a face-to-face interview, and once approved they enter the talent pool to be matched with potential employers. A Weployee who matches the employer's needs is automatically offered the job.

For employers, it's all about speed, confidence and reducing touch points, with clients reporting occasions of less than an hour between logging in to the app and the Weployee arriving in their offices.

## The future of agility

While killer apps offer a range of possibilities, the human element in working life is as critical as ever.

**“The most important aspect of digital transformation is people, not technology,” says business agility expert Gerard Chiva. “Individuals are faster to adapt to changes than business and the public sector, and in order to close the gap companies must change how they organise, recruit, develop, manage and engage people.”**

The organisations of the future, Chiva believes, will use structural agility to achieve business agility. They will replace hierarchies with networks of teams, and employee expectations will continue to evolve, with talent looking for gig and freelance opportunities in flexible workplaces.

Structurally, he says that they will support the flow of value, enable collaboration, ensure availability of information, distribute power to influence as required, and evolve continuously to adapt to changing context.

Those who don't embrace the new way of working will be left swimming in the shallow end of the talent pool, and ripe for external disruption.





# Strategic flexibility

Building workforce agility can be a difficult task for both established businesses and startups trying to discard old ways of working. Melbourne health-tech company HotDoc was founded in 2012 by a doctor who saw that there was an opportunity to change the way doctors and patients communicated. Today, its smart platform helps over 8,000 GPs coordinate care and empower patients to manage their health.

HotDoc's business model is based on flexibility, and it has carried it into its operational work practices, too.

"We were one of the first companies to start using Weploy," says HotDoc's Head of Operations Ben Rule. "And we have been using it every week consistently since then. It was such a good experience that we incorporated Weploy into our day-to-day business."

Around one day each week, Rule and his team require admin workers to do repetitive tasks, like creating welcome packs for customers and collating promotional materials to be sent around the country.

"What drove me to try Weploy was the time-saving of posting the ad, and the high quality candidates: our two pain points from other providers," he says. "We noticed straight away that the quality of candidates was better than when we used other providers."

"I know that I can jump in, it takes me around 30 seconds and around four to five clicks to post what we need, and less than a minute for someone to accept. From there, I know that the Weployee is locked in, and there's nothing to worry about and no wasted time."

"The candidates have been of a consistently high quality the whole way through: punctual, picking up tasks quickly, knowing which questions to ask, and successfully completing the job."

During its time with Weploy, HotDoc has used around 30 candidates, and has recently taken up a new feature that lets them create a pool of candidates by badging them with the HotDoc custom skill, like you might see on LinkedIn.

"Using the pool has further cut down on training time, and the Weployees know the job, the people and the environment," he says. "If you walked into the office you would think that they are part of the team."

Rule says that HotDoc's engagement with Weploy goes beyond the day-to-day.

"The other thing we like about Weploy is the ethics of their business," he says. "Our business has strong values. We strive to operate as ethically as we can in all parts of our business. We know that Weployees are paid a fair wage including Super, in an industry that isn't always so fair."

"It is a good peace of mind for our team – the people we collaborate with share our vision about how a business should operate."



## Conclusion

By now, you will understand the need for agility, and some ways in which you can inject the agile mindset into your business.

You have also been able to see how Weploy is positioned to set you up for success in today's globalised, tech-driven business environment.

At Weploy, we take the headache out of hiring. Our easy-to-use platform is designed to make the hiring process simple and efficient so that you can be more agile and respond to timely needs.

Hire with confidence, find staff fast and improve your productivity. [Contact us](#) to find out how Weploy can help make your workforce more agile.

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