

## FRESH FACE OF BANKING

# Tempo supports Starling in multi city expansion

Named the best British bank two years in a row, Starling shows no signs of stopping. The digital bank takes the stress out of banking by offering personal, joint and business accounts all in one app.

## TIME TO HIRE (DAYS)

3

## LONDON HIRES

41

## SOUTHAMPTON HIRES

26

## CARDIFF HIRES

32

## CHALLENGE

The Starling app launched in 2017 and haven't looked back since: They've gained a whopping one million customers, raised £263 million in funding and won numerous awards. With this comes an ever-increasing need for new hires and an in-house recruitment team that is seriously stretched for resources.

As Starling expanded into new cities they found it challenging to find the right candidates for their customer support team. 'Customer support is such an integral part of the business. We need people who work hard and who care about turning every single customer experience into a positive one.' says Selena Ng, People Business Partner. 'The job can definitely be challenging at times and we found it extremely difficult to get the right quality of candidates through the door.'

"We appreciate Tempo's hard work to find employees so quickly for us and they are a great group to work with"

## SOLUTION

Due to their continuous growth, the team at Starling need a constant flow of candidates coming in. 'We were looking for temporary employees to fill our perm recruitment gap, and while we had relationships with other temp agencies, we liked Tempo's easy approach and terms.' says Ng.

Tempo is able to speed up the hiring process by offering an end-to-end solution where companies can easily access the right candidates. 'Tempo is by far the fastest company to place people in our teams - and speed is key now that we're hiring in both London, Southampton and Cardiff.'

"It's proving to be a real game-changer."

## RESULT

In a few months Tempo provided 99 new hires for Starling, spread across their London, Southampton and Cardiff offices. Despite not having a full presence in the latter two locations, Tempo has been responsible for more than half of the hires in the Southampton office and is the only external provider being used for their Cardiff office.

'We continue to work closely with Tempo to fill our constant need for high quality candidates. We're really pleased with what they have delivered in a short amount of time.' says Ng.


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