



EDEN SCOTT

SCOTTISH WATER CLIENT REVIEW CASE STUDY

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C A S E S T U D Y

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the people business

CASE STUDY

SCOTTISH WATER CLIENT REVIEW

The Company

Scottish Water is a publicly owned company that manages water supply throughout Scotland. The organisation ensures that clean, safe water reaches the people of Scotland in line with demand. This extensive work requires 24-hour monitoring every day of the year.

The Challenge

A *Scottish Water* partner for several years, we support the business by sourcing temporary staff.

The organisation offers a particularly diverse range of employment opportunities due to its large scope of responsibilities. Matching the right employees to each role ensures *Scottish Water* can meet its legal service standards.

The business's staffing requirements regularly change due to environmental factors, seasonal maintenance, crisis management, long-term sickness cover requirements, and specific project work. Temporary staffing allows *Scottish Water* the flexibility to scale its workforce up or down as needed.

Eden Scott is committed to continuous improvement. Our challenge was not only to keep meeting our long-term client's expectations, but to exceed them. For this, we needed to review our service and explore new ways of developing our offering.

The Process

We wanted a closer look at our client's day-to-day operations, so we spent time on-site at *Scottish Water*'s buildings, where their reservoir operators, loading bays, and research and screening laboratories are based. This gave us more insight into each department's role and processes.

Next, we set up regular in-person meetings with team managers to become even better acquainted with the company's culture. This reinforced the importance of sourcing collaborative employees with exceptional teamwork skills.

Having gained a clearer understanding of the client's needs, we were able to pre-empt future requirements. This allowed us to screen candidates on an ongoing basis with upcoming roles in mind, meaning a faster route to filling vacancies.



**Scottish
Water**
Trusted to serve Scotland

Success

With our continuous improvement approach, *Eden Scott* has been able to meet and exceed *Scottish Water*'s expectations across various departments and has demonstrated a strong understanding of each role's requirements.

One recent round of recruitment saw all candidates presented for interview hired, and an extra position created, as each candidate was an excellent fit for the organisation.

Most candidates recruited on a temporary basis through *Eden Scott* go on to longer careers with *Scottish Water*, with many being offered a permanent contract within their first year.