

Shift Management in Minutes

Helping Oxfam weather the pandemic

HireHand took Oxfam from 40% volunteer shift coverage pre-COVID to 80% coverage post-lockdown 1 – and made their store managers and volunteers much, much happier too. Here's how.

The pandemic caused havoc for organisations of every shape and size. But for Oxfam's shops, emerging from the first lockdown presented double the challenge. Like every other retailer, they had been forced to shutter stores and needed to trigger as much activity as possible to try and catch up. Unlike every other retailer, however, store managers faced one big problem: how do you run an operation built on volunteers when many of those volunteers are shielding, isolating, caring for loved ones or simply unable to get to work?

"I think I'm falling in love with this platform..."

Kris Koper
SHOP MANAGER, OXFAM
(VICTORIA PARK)

Cat Gray
SHOP MANAGER, OXFAM
(DUMFRIES)

"HireHand has made my day. I've had such a stressful week and the app has just lifted a load. I can get my shift gaps covered as I commute to work and just get on with my day."



Flexible, powerful, intelligent shift scheduling

More than ever before, Oxfam needed a flexible way to schedule its volunteer staff so each store got the coverage it needed within the very personal, individual constraints its volunteers were facing. FlexForce from HireHand was the answer.



FlexForce gave Oxfam the scheduling simplicity and staff coverage it needed while simultaneously giving volunteers full autonomy

to select in and select out of shifts they wanted to work. The software is driven by a 40+ factor algorithm which scans the needs of individual stores against the preferences of volunteers to find the best match.

That match isn't simply based on who's available. It looks at skills, travel time, the shifts volunteers enjoy most, how fast they usually respond, their notice preferences, favoured days and more. Having crunched the data, the software issues one invitation to the perfect

candidate at the very top of the list. No blanket invites. No shifts splattered across WhatsApp groups that invite endless debate. Just one invite, sent to the app on the volunteer's phone. They then choose whether to accept or reject. If they choose the latter, the algorithm invites the next candidate on the list at a pace intelligently set depending on the immediacy of the shift. And so on until the shift is filled.

"I'd like to invite my colleague to join the platform and I'd love to show her how to onboard her volunteers."

SHOP MANAGER, OXFAM

This is really easy

FlexForce is app-based. Volunteers use their phone to interact with it. Managers get an additional web-based dashboard that lets them plan shifts and build a picture of coverage in their store. There's no integration, so no big learning curve or training courses required.

Both managers and team members are up and running in minutes. And although HireHand is always ready to help, Oxfam's managers were filling shifts like pros in no time, with next to no assistance required.

Change of plan?

Last-minute gaps. Managers hate them. Volunteers feel guilty about creating them. And nobody likes the panicked process of filling them. FlexForce has made life at Oxfam easier for everyone. Volunteers tell the app they can't make a shift, and the app finds a replacement without the manager ever needing to get involved. There's no guilt at saying no, and no element of coercion (or regret) to saying yes which means team members are happy.

By monitoring those shifts that are harder to fill, Oxfam is alerted that there may be a specific need for an additional resource in that time slot so the charity can tailor its volunteer recruitment activity accordingly.

"I'm on holiday next week and with this, now my manager can get the rota gaps filled."

VOLUNTEER, OXFAM

"I can't wait to build out my volunteer pool to get the full benefits."

SHOP MANAGER, OXFAM



This really works

- ✓ Coverage is up dramatically, from around 40% of shifts filled pre-Covid, to 80% following the introduction of FlexForce.
- ✓ Surveys suggest that managerial time spent on gap shift filling is down by 85%.
- ✓ FlexForce is giving Oxfam specific data on its 'volunteer gaps', enabling targeted recruitment to fill them. As this cohort curation develops, coverage should increase further – in other organisations it typically reaches 96%.
- ✓ Volunteers love it. Which makes them happier on shift and more likely to remain volunteers.

"The store managers are delighted that the time they spend arranging shifts has dropped from hours to minutes. And volunteers love the flexibility and freedom. The FlexForce app has been a vital tool in Oxfam's coronavirus response, and its value will remain long after the pandemic is over."

Scott Erwin
FOUNDER & CEO
HIREHAND