



# CASE STUDY

## Addressing Talent Shortages at Jemena and Zinfra

### Company Background

Jemena and Zinfra – part of the same Group of companies – are playing a leading role in supporting Australia’s energy transition to a low-carbon future. Through Jemena, the Group owns and operates some of Australia’s most important energy infrastructure assets, while Zinfra provides a range of engineering management services and supports to energy companies across the country.

With competition for talent tough, Jemena and Zinfra are working to make traditionally complex HR systems, frameworks and processes, simple. By using LiveHire they have been able to do just that.

### Challenge

- ✓ An ageing workforce that will likely retire in the next 5 years, leaving a gap in their workforces experience
- ✓ Turnover rising from 7% to 12% across the group with higher rates in specific pockets of business
- ✓ Attracting and engaging talent in a tight labour market
- ✓ Creating alignment between Talent Acquisition and Talent Management functions.

### Solution

Jemena and Zinfra are using the LiveHire platform for total talent acquisition at their organisation and are integrating with SAP SuccessFactors through LiveHire’s open APIs for an end-to-end solution. By using the LiveHire technology, Jemena and Zinfra have been able to send brand-specific messages via SMS and email to candidates from each brand, resulting in rapid candidate responses in just 14 minutes. LiveHire also delivers higher quality talent with a candidate conversion rate that is 15x better than job boards . Jemena and Zinfra have made significant improvements in time-to-hire and the TA team takes a proactive approach to recruitment by creating talent.

### Results At A Glance

- Improved time-to-hire by 25%
- 14 minute candidate response time via SMS
- 60% employee referral success rate
- 172% increase in hired apprentices/ trainees in past 4 year
- Over 700 candidates across Talent Pools
- Candidate conversion rate is 15x better through the Talent Community



We didn’t have the bandwidth to Talent Pool on our own as we were in that perfect storm of increasing open role volume, and a talent team that was 30% under-resourced, so we engaged LiveHire’s People Services team to pool candidates for 20 of our most difficult jobs. This has delivered great results with our monthly days to hire reducing by 25% in the last 3 months.

– **Fiona Haymes**, Group HR Operations Manager, Jemena