

Recruitment Programme of the Year | Mitie



About Mitie

Mitie is a facilities management company with 75,000 employees across the UK and Ireland. The company offers a wide range of services, from looking after buildings and workspaces for public and private sector customers to sustainability services, waste management and landscaping.

Mitie also funds the Mitie Foundation. Established in 2013, the Foundation is the charitable arm of the company, and focuses on breaking down barriers to employment and providing opportunities for people from less advantaged groups. Promoting diversity, inclusion and social mobility is an integral part of Mitie's culture, and is embedded in the company's strategic business pillars. The company's social mobility work is motivated by its environmental, social and governance (ESG) responsibilities, and by a desire to ensure its employees are empowered, valued and enjoy coming to work.

What were Mitie's winning activities in 2020-21?

Mitie won Recruitment Programme of the Year for the company's flagship Ready2Work Programme. In 2020-21, there were three bespoke versions of the programme, focused on opportunities for military veterans (Ready2Work Military), disabled people and those with learning difficulties (Ready2Work Enable), and prison leavers (Ready2Work Beyond Bars).

In 2020-21, Ready2Work provided candidates with an eight-week work placement, which had a strong focus on hands-on learning, ongoing mentoring and appraisals. Existing staff supported the programme through volunteering activities, including mock interviews, Dragon's Den-style activities and insight days. At the end of the programme, candidates received a Level 3 employability qualification, a certificate of achievement and a reference from their mentor.

Candidates also received support with job applications – for roles at Mitie or other employers – to help them on their career path. To date, 70 per cent of Ready2Work candidates have gone on to gain permanent employment with Mitie, with an average tenure of 4.5 years at the company.

“We're constantly reviewing our talent process – how we recruit, where we recruit from, how accessible our vacancies are, and ensuring the progression opportunities are clear.”

What are Mitie's key enabling factors to advance social mobility?

Organisational size and breadth of roles

A key enabling factor for Mitie to advance social mobility is the company's size and breadth of different roles available, including a large number of entry-level positions. This enables people to build a career at Mitie – the company offers more than 'just a job'.

A flexible response to the pandemic

To ensure Ready2Work could still be delivered during the Covid-19 pandemic, a key enabling factor was Mitie's ability to be flexible and adaptable. The programme was moved to a virtual platform, and work experience roles were adapted so candidates continued to receive the right level of support. Beyond Ready2Work, Mitie's adaptability also meant the company supported individuals into work through new pandemic-related opportunities, including at Covid-19 testing sites and security roles at supermarkets.

Changing mindsets

Faced with more frontline vacancies than people during the pandemic, hiring managers at Mitie began to look more closely at CVs that might not have usually been considered, and recognised strengths and capabilities that may have been previously missed. These changed attitudes have continued to influence hiring managers' practices, which supports social mobility by providing employment to a wider pool of people from less advantaged backgrounds.

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During the pandemic, we were able to upskill individuals from local communities who were keen to get into security roles, give them work experience and employment.”

What challenges has Mitie faced on social mobility?

Adapting Ready2Work into a virtual programme allowed Mitie to continue delivery through the pandemic, but this also presented challenges in terms of accessibility. In some cases, candidates did not have suitable technology to participate in online sessions. While this meant that the programme reached fewer people than usual, Mitie's partners continued to deliver in challenging circumstances – including over the phone where no other options were available – to ensure that the 2020-21 Ready2Work cohorts still received support into employment.

How does Mitie measure social mobility success?

Mitie has a series of targets linked to the company's Social Value Pillars, including targets for employees paid the Real Living Wage, the number of employees completing an apprenticeship, and the number of Ready2Work candidates given permanent employment as a result of the programme. The Mitie Foundation tracks progress towards all targets through internal social value reports on a monthly basis, with an external social value report published annually. Employee data – including SEB – are collected to understand diversity, equity and inclusion at all stages of the employee journey, and regularly reviewed to inform action and improvements. In addition to meeting their social value targets, Mitie defines success as all employees feeling they have opportunities to fulfil their potential at the company, regardless of their background, education or experience.

What next for Mitie on social mobility?

Mitie is committed to continuing Ready2Work, expanding reach into their local communities, and enhancing opportunities for employees to learn about and get involved with diversity, inclusion, and social mobility. Mitie recently appointed a new Head of Diversity and Inclusion, who is shaping the next evolution of Mitie's journey to becoming a truly inclusive and progressive employer. There will also be an ongoing emphasis on collaborating with customers to share, learn from and incorporate best practice into Mitie's social mobility work.

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