



4 MINS TO READ



## Helping Monzo Cash In

### How Tempo helped Monzo recruit a quality Customer Service team fast!

Founded in 2015, Monzo is shaking up the banking industry. Putting transparency and customer experience first, they've managed to secure a significant share of the market in a very complex and competitive industry.

#### Key stats

HIRES	SAVINGS	HIRING RATIO	HOURS SAVED
11	£27,000	50% Assessment Centre	65.5h



Today, they have over a million current account customers using their debit cards and managed to raise over £20 million in their latest crowdfunding round. By their own admission, they wouldn't have been able to grow at the rate they have without the volume of customer interaction.

**“To keep giving our customers world-class support, we need the best Customer Operations team,”**

‘At Monzo, customer experience is fundamental to the business. We’ve built our reputation on providing a level of fast, friendly customer service that the established banks don’t offer. To keep giving our customers world-class support, we need the best Customer Operations team,’ said Hind Ali, Operations Support Analyst at Monzo, ‘We need personable people with the right problem-solving skills that can provide the service our customers expect’.



## Challenge

In Autumn 2018, the number of customers was beginning to grow. Monzo needed to get employees on board fast. The company decided to expand the Customer Operations team with the goal of hiring 60 full time, remotely located employees by December.

When starting out they used job boards and hiring platforms. Although they got candidates through the door, the quality was not up to scratch rendering the process ineffective.

**“Monzo was looking for people with problem-solving skills and flexibility to deal with varied situations – skills which are very difficult to get a feel for on a CV.”**

Written applications don't always give the best indication of soft skills when evaluating candidates. Monzo was looking for people with problem-solving skills and flexibility to deal with varied situations – skills which are very difficult to get a feel for on a CV.

‘We were running assessments each week which we were struggling to fill’ said Ali.



## Solution

Monzo turned to Tempo for hiring. The platform uses technology to match vacancies with expertise, instantly creating a shortlist of the most suitable candidates for employers to view.

Candidates upload videos, give a brief introduction and can then be asked questions to answer posed by the employers in real-time.

**“We could choose to put less emphasis on previous experience and instead focus on the candidate’s soft skills. We really need skills like empathy from the start.”**

‘What’s great about Tempo is that they give us control of the process. We could choose to put less emphasis on previous experience and instead focus on the candidate’s soft skills. We really need skills like empathy from the start.’

‘With Tempo, we see a 30-second video introduction from the candidate, and we could ask applicants questions in real-time. This meant we could see how they reacted to challenging situations, before inviting them to an assessment day,’ Ali added.



## Result

‘Tempo has been an incredibly useful tool for our recruitment process. Rather than hiring the 60 people we set out to, we’ve been able to hire 200!’ Said Ali. Some of the assessment days had a 50% success rate. That’s a fantastic return!

They were able to immediately see which candidates were engaging and would fit the culture before inviting them to assessment days. Being able to host more successful assessment days saved Monzo’s team of four a huge amount of time and effort which could then be spent instead on hiring for technical roles or improving onboarding processes.

**“Putting soft skills first has helped us hire a diverse team with the right skills we need to support our customers. We couldn’t imagine hiring at that scale without them.”**

## SAY HEY!

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