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The Catholic Archdiocese of Melbourne boosts HR efficiency with Employment Hero

Case Studies

Hiring & Onboarding



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CATHOLIC ARCHDIOCESE OF MELBOURNE

At a glance

Location	Melbourne, VIC
Employees	250

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About the Catholic Archdiocese of Melbourne

The Catholic Archdiocese of Melbourne provides spiritual guidance, education, and social services to a rich tapestry of people from the greater Melbourne area. Inefficient people management processes were getting in the way of their mission, especially when it came to recruitment and onboarding. With inboxes overflowing with resumes, a cumbersome onboarding system, and manual policy management, the Archdiocese' HR team needed a solution.

We spoke to Bernadette, Senior HR Business Partner, Michelle, HR Business Partner, and Sinead, Recruitment & Employment Consultant about the challenges the Archdiocese was facing and how Employment Hero helped solve them.

The challenges...

Recruitment roadblocks

Bernadette recalls the work effort required in: **"Sorting through resumes received via email. It made managing the process efficiently and finding the best candidates incredibly challenging and resulted in a lot of back and forward communications with the Hiring Manager and the candidates."** This added significant time to the process.

Onboarding challenges

Bernadette also shared: **"Prior to Employment Hero, onboarding was a disjointed process involving multiple email notifications and documents, leading to a poor new hire experience."** A major concern was ensuring new hires feel

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policy management: **"Tracking the recruitment cycle, including gaining access to a central database of records was a major concern, with the entire process being incredibly time-consuming."** This

meant less time for the HR team to focus on strategic initiatives and employee development.

The solution...

Recognising the need for a change, the Archdiocese partnered with Employment Hero, a user-friendly HR platform designed to empower organisations of all sizes. This collaboration provided a comprehensive suite of features to address their specific challenges:

Streamlined recruitment

The Applicant Tracking System (ATS) revolutionised their recruitment process. **“Employment Hero’s ATS automates job postings, candidate screening, and shortlisting,”** explains Sinead. **“The AI-powered job ad drafting assistance is a game-changer, helping me create compelling descriptions quickly and easily.”** This empowers the HR team to attract a wider pool of qualified candidates while saving valuable time.

Centralised onboarding

The onboarding module replaced the manual paper trail with a centralised platform. **“New hires now have a smooth transition with all the information they need readily available,”** says Bernadette. This platform ensures essential paperwork is completed efficiently and fosters a sense of welcome and preparedness for new employees.

Automated compliance

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eliminated the burden of electronically, and sign-offs, saving up the HR team’s time. **has streamlined this entire process and allowing us to focus**

advantage

The benefits of Employment Hero extend far beyond streamlining processes. A key advantage is the enhanced collaboration between the HR team and hiring managers. **“The ATS allows hiring managers to actively participate in recruitment,”** explains Bernadette. **“They can access candidate profiles, provide feedback, and participate in shortlisting, leading to faster and more effective hiring decisions. I’ve used a number of ATS platforms before and I think Employment Hero is really intuitive.”**

This collaborative approach ensures the Archdiocese attracts and retains top talent.

A user-friendly platform for everyone

Employment Hero prioritises user-friendliness. Michelle highlights this benefit: **“The platform is very intuitive. This, together with the assistance available through Employment Hero’s online Help Centre and regular access to our Customer Success Manager, have made our experience incredibly positive and enabled our team to learn platform functionalities with ease. No complex training manuals required! This ensures all members of the HR team can leverage the platform’s full potential”.**

A strong partnership for a greater impact

The partnership between the Archdiocese and Employment Hero goes beyond the platform itself. **“It’s a big positive that you’re constantly dropping in enhancements,”** says Bernadette. **“We feel like valued collaborators, not just end users, and we’re always excited and waiting in anticipation for the next enhancement. We have a direct line of communication with the team, and**

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Annabel Thompson

Customer Marketing Manager – Employment Hero

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