



STARLING BANK

COMPANY NAME

Starling Bank

LOCATION

London

INDUSTRY

Financial Services  
Tech

CHALLENGES

High volume hiring in a short amount of time

Needed to scale fast

Insufficient direct applications

ROLES HIRED

Customer Support



SELENA NG

People Business Partner @ Starling Bank

FINDING QUALITY CANDIDATES WAS TOUGH

*“The job can definitely be challenging at times and we found it extremely difficult to get the right quality of candidates through the door. Tempo is a real game changer!”*

TEMPO DELIVERED WHEN OTHER CHANNELS COULD NOT

*“Customer support is such an integral part of the business. We need people who work hard and who care about turning every single customer experience into a positive one. We’re really pleased with what Tempo has delivered.”*

TIME TO HIRE

3

days

POSITIONS FILLED:  
ENGLAND

67

POSITIONS FILLED:  
WALES

32

CHALLENGE

Starling Bank are in a highly competitive space where quality of customer support is a key differentiator. They have gained a whopping two million customers, raised £263 million in funding and won numerous awards. With this comes an ever-increasing need for new CS hires and an in-house recruitment team that was seriously stretched for resources. Their talent team needed support but job boards weren't working and they did not want to use agencies.

SOLUTION

By using the Tempo platform they were able to access a high-quality candidate pool and quickly build a pipeline of talent. By using features such as Video Q&A they were also able to substantially reduce the number of screening calls they were making, freeing up the talent team's time. They very quickly made almost 100 hires, across 3 different locations allowing Starling to maintain excellent levels of customer support.