

A big 4 Australian bank

Remediation Project

The task

Momenta were tasked to resource for 100 new roles at multiple levels for a large-scale Fee for No Service remediation project. The project was secured at the start of the COVID-19 global pandemic, with tranches of intakes of 20 people per week commencing from the beginning of April 2020 - where Momenta faced new global internal and external challenges for the first time.

The bank required the resource to be available at short notice with a strong priority focus on previous Banking, Case Assessing, and Remediation experience plus attention to detail and an investigative mindset to provide fair outcomes for the customers.

The solution

Momenta were selected to place a team of Operation Analysts, Case Assessors, Quality Assurers, and Team leaders to work on a new remediation project for the Bank. The candidates were to investigate and decide on whether the customers had paid for an ongoing fee to receive annual financial advice and whether the customer had received this from the Bank.

Momenta worked against the following challenges:

- The Momenta team worked remotely to conduct all interviews and assessments via Skype on behalf of the Bank to ensure the team who were selected were to the calibre and standard the Bank expected.
- Faced additional external and internal pressures as a result of the pandemic. Appropriate candidates did not want to leave their permanent roles due to COVID-19 market insecurity.

- Momenta provided the requisite calibre of people readily available to start at short notice given the timeframes set from the Bank.
- Overcame the vetting and background checks having severe delays due to many countries' offices shut down or not working remotely which hampered the initial vetting process (getting references or international police checks back in time for the start dates).

The outcome

Momenta filled the requirements, not missing a single intake, having found ways to adapt to new challenges that had not been faced before. With the team working remotely, a fruitful outcome was achieved for the client by working closely with key stakeholders and ensuring they were constantly updated daily to allow for a smooth and non-disruptive process in terms of onboarding the candidates. This was one of the biggest teams the Australian office had placed and done so in the shortest time frame during a global pandemic.



20+ resource
intakes a week



100%
of intakes filled

About us

Momenta is a global contingent resource solutions company, providing skilled professionals to the financial services, legal, technology and training and development sectors for over 30 years. Our people selection process is recognised through ISO 9001:2015 accreditation ensuring we provide our clients with the right people, with the right skills, at the right time and cost effectively. We are building the workforce of the future. Today.

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