

How Delaware North creates a culture of internal mobility



THE CHALLENGE

- Delaware North hires people around the globe to staff high-profile venues and events, including Wembley Stadium, Kennedy Space Center and the TD Garden.
- However, their hiring process lacked proven, repeatable processes, resulting in inconsistent, and at times inefficient, outcomes.
- The talent team at Delaware North needed a cost-effective way to centralize their talent acquisition technology, hire top talent faster and improve internal mobility.

THE RESULTS

By partnering with iCIMS, Delaware North's hiring team streamlined and centralized the technology they use to hire. This has helped their team focus on improving processes and better allocating resources globally.

"We approach our relationship with iCIMS with a teacher-student mindset. iCIMS embraces us with open partnership and collaboration to brainstorm and find solutions."

"We come to solutions and have a safe, open dialogue with our iCIMS partners. It's been fantastic to watch our partnership evolve."

Amy Duncan-Menendez
VP of Talent Acquisition &
Innovation Center
Delaware North



Encouraging internal mobility

Employing more than 40,000 people, retention is a big deal for Delaware North. This means providing ample opportunities for employees to grow. Their rationale is that if they don't, someone else will. **"At the end of the day, our competitors don't stop recruiting."**

However, internal mobility is easier said than done when the places you staff are geographically spread out and have different requirements. **To address this, Delaware North's talent team actively monitors the percentage of roles filled internally using iCIMS ATS and holds individual career conversations.**

