MHR | Leeds Trinity University

"Previously hiring was a 14-page application form. We've completely streamlined the whole process from requesting to recruit all the way to interviewing and filling the vacancy."

Darren Worsnop,
People Services and Systems Manager

Customer
Leeds Trinity University

Sector
Higher education

Number of students
12000

Products supplied
HR, Payroll, LMS and DLX

About Leeds Trinity University

Leeds Trinity University employs a diverse academic and professional workforce supporting more than 12,000 students. Its challenges mirror those of many higher education institutions: lean HR teams, fluctuating academic cycles and rising expectations for compliance and workforce insight.

When Darren Worsnop, People Services and Systems Manager, joined, only the basic HR system was in place. Processes relied heavily on spreadsheets. Reporting was manual. Leadership lacked timely access to workforce data. As part of a broader digital transformation, the university expanded its partnership with MHR to modernize HR operations and improve visibility across the institution.

The case for change

Leeds Trinity's HR team operates as many higher ed teams do: small, cross-functional and stretched across recruitment, benefits and compliance.

HR data lived in spreadsheets. Reporting was a manual Excel exercise. Producing quarterly dashboards could take up to a week. During peak hiring cycles, the administrative load intensified.

The university needed a unified HR platform that could reduce manual effort and give leaders direct access to real-time workforce data without increasing headcount.

Modernizing workforce operations

Over time, measurable improvements followed:

Recruitment streamlined
The end-to-end hiring process was digitized, eliminating lengthy forms and manual approvals.

Administrative workload reduced
Spreadsheets moved online, cutting repetitive tasks and improving consistency.

Real-time workforce visibility
Directors and deans now access live dashboards tracking absence, recruitment and turnover.

Faster reporting cycles
Quarterly dashboards that once took a week to compile are now available on demand.

HR now operates with stronger visibility, improved efficiency and closer alignment between workforce data and institutional planning.

A strategic partnership in action

Over eight years, the university expanded from basic HR functionality to a broader platform including recruitment, case management and advanced reporting. The focus remained on refining processes and supporting long-term digital transformation.

Turn insights into institutional advantage

This institution's journey reflects what's possible when HR systems are built to support both operational excellence and employee experience.

Today, MHR continues to innovate with People First — a cloud-based, all-in-one HCM platform designed to help higher education institutions streamline processes, strengthen compliance and create a more connected workforce. **To learn more, schedule a demo.**

Key outcomes

- Streamlined academic recruitment cycles
- Reduced reliance on manual spreadsheets
- On demand access to workforce KPIs
- Lower administrative burden for HR
- Stronger data-driven decision-making

"We can now make data-driven decisions. Previously, it was a very reactive service that we provided from people and culture."

Darren Worsnop,
People Services and Systems Manager

Leeds Trinity University

Schedule a demo