



Discover how City of Bristol College improved processes and transformed their workforce

Headline achievements



Workforce

850+ colleagues supported across six locations through a single people management platform



Engagement

Appraisal completion rates increased **from 54% to 98%** after moving reviews online



Efficiency

Holiday purchase scheme delivered cost savings while improving colleague work-life balance

About the customer

City of Bristol College is one of the top-performing further education colleges in the UK, dedicated to delivering transformative education in dynamic learning environments. As one of Bristol's largest employers, the college employs more than 850 colleagues across six centres throughout the city.

The college is committed to ensuring every colleague feels valued, empowered and recognised for their individual contributions and expertise, whether in teaching roles or professional services teams. Supporting a diverse workforce while navigating the complexities of the Further Education sector requires robust people processes, reliable reporting and flexible technology.

The challenge

Like many organisations in the Further Education sector, City of Bristol College operates within a challenging funding environment. With increasing pressures on budgets, changing employment legislation and the need to support a large and diverse workforce, the college required a people management system that could adapt alongside organisational needs.

Having invested significantly in iTrent since first implementing the solution in 2014, the college wanted to maximise the value of the platform whilst reducing manual administration and creating more efficient people processes.

Many key HR activities, including appraisals, relied on paper-based processes, limiting visibility, reporting capabilities and engagement. The college also wanted to provide a better experience for employees, managers and People Services colleagues while improving access to workforce data to support decision-making.

The solution

Building on its long-standing partnership with MHR, City of Bristol College has continued to enhance its use of iTrent to streamline and digitise key people processes. One of the most significant developments was moving paper-based appraisals online, creating a more accessible and transparent experience for managers and employees while reducing manual administration.

The college also introduced a holiday purchase scheme through iTrent, enabling colleagues to buy additional annual leave and supporting greater flexibility and work-life balance. Enhancements to the recruitment module have also improved the experience for candidates, hiring managers and the People Services team.

Throughout these developments, MHR worked closely with the college through Assist Time consultancy, helping to scope requirements, implement changes and transfer knowledge. The college is also part of a large user community that enables organisations to share knowledge, best practice, and practical tips with one another.

The results

Since enhancing its use of iTrent, City of Bristol College has delivered measurable improvements across key people processes:

- Appraisal completion rates increased from 54% to 98%
- A holiday purchase scheme enabled 50 colleagues to buy additional leave, supporting work-life balance while delivering cost savings
- Recruitment enhancements improved the experience for candidates, managers and People Services
- Enhanced reporting capabilities support operational and statutory reporting requirements
- Digital processes have reduced administration and improved efficiency across the college

Building on these successes, the college is now exploring further developments, including online probation management and easier access to CPD resources through Employee Self Service.

“MHR helped us scope the developments we wanted to achieve while balancing what iTrent offers. Through Assist Time, they supported us in making the changes and provided valuable knowledge transfer, helping us get the most out of the software.”

Andy Hillberg,
People Systems Coordinator



Ready to transform your people management?

Discover how MHR can help education providers streamline HR and payroll processes, reduce administration and empower managers and employees with intuitive digital experiences.

**Contact us today to book
a tailored demonstration.**

Let's talk >