

Recruitment and Selection - Managers Guidance

Service Level Expectations - Key Performance Indicators

Everyone wants the recruitment process to proceed as quickly as it can, whilst ensuring that we get the right people into our vacancies. Our recruitment processes aim to ensure that all recruitment decisions are sound and we employ the very best people we can.

Some parts of the process are beyond our control e.g. waiting for the candidate to give notice to their previous employers, for instance or waiting for a DBS check to come back, but there are also plenty of opportunities for recruiting managers to help make the process flow as smoothly as possible.

The Shared Services Centre are committed to:

- Processing your adverts within **three working days** of receipt
- Making all off-line applications available in Recruit within **two working days** of the closure of the advert (you will be able to access on-line applications as soon as they are submitted)
- Despatching invites to interview at least **five working days** before the interview date
- Despatching the proceed to offer letter within **two working days** of notification of the successful candidate
- Despatching the employment contract within **three working days** after the recruiting manager has confirmed the start date

To ensure that the process runs smoothly you must:

- Get your job into the vacancy control process so that you have authority to advertise and fill your post
- Make sure you include an interview date in the advert
- Shortlist promptly so that the process is not held up. Your target is to identify the shortlisted candidates within **five working days** of your having access to all the applications. Make sure that this is at least ten* working days before the interview date (which should have been included in the advert) to enable candidates to be provided with information about their interview at least 5 working days in advance. * For posts that come under the Safer Recruitment process it is recommended to allow fifteen working days to allow for pre-employment references to be request and returned.

- Specify the preferred successful candidate to the Shared Services Centre as soon as the candidate has accepted the provisional offer.
- Confirm in a timely manner that all the pre-employment checks – e.g. Asylum and Immigration, references, DBS are all satisfactory. Shared Services Centre will then request that you liaise with the candidate to provide a start date. Your target is to confirm a start date **two working days** after the Shared Services Centre have requested it.