



# Service standard: Recruitment

**These service standards will explain what services the HR team offers to its customers in respect of Recruitment.**

## Recruitment Aim:

To support managers to recruit the right person in a timely and efficient way.

## Recruitment Target:

Average days to complete a recruitment exercise = **45 calendar days**.

This is measured from the point when HR receive a completed vacancy notification form to when a candidate accepts a formal offer (i.e. all pre-employment checks have been completed).

## What can you expect from the HR team?

- Professional colleagues who positively demonstrate NCHA's CLEAR values
- A commitment to deliver the recruitment targets and service standard
- Advice and support offered on all aspects of the recruitment process from 9:00am to 5:00pm Monday to Friday
- A process that is clear and easy to follow
- To be notified of any unplanned service disruption of more than 24 hours, at the earliest opportunity via email, Igloo or website
- Performance against recruitment targets will be published on a quarterly basis
- Customer feedback will be sought on a regular basis.

## What HR expects from candidates:

- To be polite and respectful to our team
- To be honest and transparent in their dealings with us
- To be punctual and prepared for meetings and interviews/tests.

## How we deal with feedback

HR welcomes positive and constructive feedback and will endeavour to learn from this and use it to improve the service we offer.

External candidates have no recourse to our grievance procedure and may complain in writing directly to HR. Complaints will be dealt with in a timely way without undue delay.