



# 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 & efficient way.

## **Recruitment Target:**

90% of exercises meet a 45 days target from start to completion

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, well trained colleagues who positively demonstrate NCHA's CLEAR values
- A commitment to deliver the recruitment targets and service standard
- Advice & support offered on all aspects of the recruitment process from 9:00am - 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 recruiting managers:**

- Professional colleagues who positively demonstrate NCHA's CLEAR values
- A commitment to follow the recruitment policy and manager guidance (on Igloo)
- To follow a recruitment process that is free from bias
- A commitment to follow the recruitment timeframes as set out below
- Recruiting managers will attend the relevant training and refreshers provided on recruiting and selection
- To be punctual and prepared for interviews
- To alert HR to any complaints arising from a recruitment exercise

## **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



## Recruitment Target

The recruitment target is derived from benchmarking data and can be achieved if the following timetable is adhered to by everyone participating in the recruitment process:

Activity	Who is responsible	Days to complete
Completed vacancy notification sent to HR	Recruiting Manager	n/a
Vacancy goes live (usually advertised for 2 weeks)	HR	Within 2 working days of receipt of completed vacancy notification
Shortlist completed	Recruiting Manager	Within 2 working days of advert closing
Interviews held	Recruiting Manager	Within 7 days of shortlisting
Verbal offer	Recruiting Manager	1 working day of interview
Conditional offer made in writing	HR	1 working day of receipt of outcome from Manager
Pre-employment checks are completed	HR	Various (typically not more than 2 weeks)
Formal offer of employment made in writing	HR	45 days from receipt of vacancy notification

\*Any variations from these timescales should be discussed with the Recruitment Team at the outset of a recruitment campaign

### 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.

Colleagues going through the recruitment process may raise concerns with the Chair of the panel. If they remain unsatisfied they have recourse to the grievance procedure.

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.