

Recruitment Policy

	Name	Role
Written by:	Karen Parrant	Head of HR
Checked by:	Katie Arbon	Recruitment Coordinator
Ratified by:	Charlie Shembry-Major	Head of Safeguarding & Compliance
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1. Purpose of Policy

This policy sets out the process for recruitment, from advertising to commencement of employment.

2. Recruitment

Our organisation is committed to safe and fair recruitment, safeguarding and protecting those we care for and serve. We make sure all our staff are vetted, selected, trained, and supervised fairly and to a high standard so that they can provide safe, effective, and compassionate care.

Where roles working within our regulated Care Quality Commission service we adhere to Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The intention of this regulation is to make sure that providers only employ 'fit and proper' staff who can provide care and treatment appropriate to their role and to enable them to provide the regulated activity.

It is the responsibility of the HR Team to oversee recruitment of all paid staff and volunteers.

The recruitment process begins with the identification of the need for a new role and development of the job description and personal specification and interview questions. These should be created by the Hiring Manager (usually the Head of Department / Line Manager) in collaboration with the Managing Director and HR team. Job descriptions (including person specification) for new posts MUST be signed off by the Managing Director and Head of HR prior to advertising the post.

When a new role is authorised the Hiring Manager should consult the Managing Director or Head of HR to identify the salary using the **halow** Salary Banding framework.

Once the job description and salary have been approved, the Hiring Manager must submit to the HR team for further authorisation: -

1. F027 Pro-forma Job Advertising Request Form
2. F028 Pro-forma equipment checklist
3. A completed interview question framework relevant to the role.
4. Where appropriate, any anticipated second stage interview paperwork e.g. tasks, observation visit framework etc.

3. Advertising and Application

There is no specific legal requirement for employers to externally advertise every job vacancy that arises. However, the organisation must consider any roles only advertised internally we may limit our pool of candidates and the organisation must be mindful that any internal recruitment process does not give rise to unlawful discrimination or indirect discrimination claims.

Internal posts will be advertised via an all-staff email with links to the advert and application form on Halow's website, in addition to the monthly HR newsletter.

External posts will be advertised in at least one of the following ways: -

- Halow website
- Social media (including but not limited to Facebook, Instagram, LinkedIn)
- Free online sites such as Indeed (others to be researched from time to time)
- Paid for Commercial Job Boards
- Local press where appropriate
- Job Centre Plus
- Trade publications where appropriate
- Affiliate websites (e.g. Surrey Community Action)
- Recruitment agencies
- Attending job fairs e.g. at local colleges/universities
- Working with local job centre and holding Open days
- Local community boards
- Halow recruitment days

Adverts should include brief information about the role, location, hours, salary, what we offer (benefits) and a closing date for applications (where applicable interview dates).

4. Applications

Applications MUST be submitted via the Applicant Tracking System (ATS) including the Halow Application Form, an upload of their CV and provide responses to the shortlisting questions. Applicants can also provide Equal Opportunities information if they elect. Senior roles may vary at our discretion e.g. we may additionally request a covering letter. The ATS application process is the most efficient way of capturing information required to longlist candidates and ensures that the process is equitable and compliant.

All applicants MUST: -

- complete the full application form.

- Provide answers to the screening questions
- Complete the offender's section
- Be issued with a copy of the GDPR Applicant Privacy Notice summarises the type of data we gather, process and how long it is kept for.
- Be issued with a copy of this policy.

5. Internal Promotion

From time to time the organisation may determine that certain roles would be eligible for an internal promotion route, to allow for professional and personal development within a team, following successful periods where staff have taken on acting or interim roles, or to allow for organisational strategy change or growth. In these circumstances candidates who are offered the chance for promotion will be asked to confirm their interest in and meet with the promotion panel for formal consideration. The internal process will be approved by the Managing Director and the promotion panel will include the Managing Director/Head of HR and Hiring Manager.

Where individuals are not identified for promotion, they are able apply for any vacancies via the usual channels.

6. Shortlisting

ATS screening shortlisting questions

The process of shortlisting allows candidates to be ranked to assess whether they meet the criteria for telephone interview. Shortlisting will be done by the relevant Hiring Manager/s & HR team via the ATS.

Telephone interview shortlisting

Following ATS screening to identify a pool of candidates the HR team contact the candidates via telephone for further screening/assessment. This is a 15–20-minute appointment to discuss the job role and application in further detail.

Unsuccessful Applicants

All unsuccessful applicants MUST be notified by email where possible. Halow reserves the right not to make any other attempts to contact unsuccessful applicants. Due to the level of applicants received at this stage, Halow is not required to provide further feedback on the reasons for unsuccessful applications.

7. Interview

Once an applicant has been shortlisted it is preferable for the HR team to contact the candidates via email or phone to obtain interview availability. Once agreed, interviews will be organised via the ATS.

Formal Interview Invites

Prior to the formal interview the Hiring Managers must meet with the Recruitment Coordinator to discuss the application paperwork and consider any areas of concern/questions outside of the standard interview matrix they need to address. Consideration must be given to inclusive interview process including what adjustments may need to be considered.

Candidates to be invited to interview via the ATS which will include:

- details of the format of interview (inviting any reasonable adjustments to be considered)
- the time and date
- confirmation of dress code expectations
- details of the interview panel
- directions to office including car parking instruction, local bus and train stations
- candidates must be asked to bring a form of photographic identification (e.g. Passport, driving licence) to their interview to demonstrate ability to work in the UK.
- Candidates should be asked to respond to confirm attendance.

On the day of the formal interview HR will provide the interviewers with the values-based interview question matrix (sufficient copies for each interviewer).

Interview Process

Interviewers must ensure photo ID has been verified and scanned in to be saved on the candidates ATS profile, familiarise the candidate with the facilities, fire escape procedure and offer refreshments. During the interview notes should be made. At the end of the interview the candidate should be given the opportunity to ask questions and manage the candidates' expectations in terms of timescales.

The interview process will be determined by the nature of the post, all interviews will be asking Halow value-based questions which includes values alignment, skills/competency based and situational judgement-based questions question format by at least two interviewers usually the Hiring Manager and a person in a similar role/or member of the HR team.

Wherever possible all interviews for a post should be carried out by the same interviewers. All interviews must follow the agreed format and questions applicable at the time to ensure fairness and equality in the process.

For frontline roles there may be a second stage interview which can include section of supplementary questions hosted by a panel of Halow supported adult and / or an observation visit on the frontline project/programme.

Senior management roles may require multiple interview stages. The interviews will depend upon the role but typically the first stage may include the relevant Hiring Manager, Managing Director and a HR Representative. The second interview may include a panel comprising of Trustees, young people or other staff. The second interview is likely to include a presentation or exercise.

The interview questions pack includes scoring instructions, welcome guidance to follow and space for feedback to candidates. Scoring should be done immediately after interview and feedback notes fed immediately back to the HR team.

8. Unsuccessful interview candidates

Unsuccessful candidates will be notified preferably by telephone by the Hiring Manager (in exceptional circumstances by another member of the interviewing panel) within the timeframe set out at interview. Their application form will be held on file in accordance with the GDPR Applicant Privacy Notice.

9. Successful interview candidates - Appointment and onboarding

Successful candidates will be notified preferably by telephone by the Hiring Manager (in exceptional circumstances by another member of the interviewing panel) within the timeframe set out at interview. A conditional offer and request for an emailed written acceptance will be sent via email by a member of the HR team.

As such, all new appointments will be subject to conditional offer of employment upon receipt of: -

- a. Two satisfactory References (two most recent employment references are preferable but character references may be considered where these are not available).
- b. A satisfactory enhanced/standard/basic DBS check in line with the Halow HR004 Disclosure & Barring Policy and F020 DBS authorisation form.
- c. Satisfactory overseas criminal checks (where applicable)
- d. A response from the applicant to our enquiries in relation to live disciplinaries / warnings on file, any safeguarding allegations or reports and reason for leaving most recent employment.
- e. Additionally, in respect of Halow Care roles we are required to reference check all previous health & social care and educational employment via phone and/or email to confirm relevant work history/safeguarding issues. At this stage a check of the candidates work history to check for gaps or time spent overseas must be completed.
- f. Evidence of a legal right to work in the United Kingdom
- g. Where relevant, any other additional information required at this stage e.g. sponsorship information required to fulfil the Home Office's eligibility criteria.

Once the written acceptance is received and permission to obtain references the Recruitment Coordinator will process reference checks, DBS and overseas criminal checking, right to work checks will begin as will the paperwork for the offer. The Hiring Manager and Recruitment Coordinator will liaise with the applicant to determine a mutually agreeable employment commencement date. The contract, holiday calculation and all accompanying forms and information is shared with the applicant.

The Recruitment Coordinator will work with the Hiring Manager/Line Manager to ensure compliance. An original copy of the DBS Certificate must be seen scanned onto the HR system plus references in place, overseas police check (where applicable) and evidence of right to work. If the conditional offer terms are not satisfied by the commencement of employment the Hiring Manager and Head of HR will consider whether a risk assessment to mitigate any risk is acceptable, however, halow reserves the right to withdraw any offer of employment in this circumstance. Any risk assessment must be authorised by the Head of Safeguarding & Compliance.

On the employee's first day any forms not yet completed should be handed to the Recruitment Coordinator. The Business Support Officer will oversee a tour of the building and access to IT logons. The overall induction is the responsibility of new appointee's line manager. It is the line manager's responsibility to ensure that all sections of the induction spreadsheet on Teams are completed within the first month of starting their role with Halow. Progress through the induction is monitored by the HR team. Induction Form F022 must be completed by the new employee's line manager.

Schedule of Changes			
Name	Role	Date of Review	Scope of changes made to policy