

Recruitment System

This may be a new way of hiring for your company. Remember this: if you don't change the system or process of hiring that you've been using thus far, then you'll simply get more of what you've already got. Which in some cases - may have been.....not so good.

There are 4 key principles to remember when recruiting

1. Attract a large pool of applicants and you're more likely to get the right person.
2. Implement multiple levels of screening and you'll waste less time in lengthy interviews with under-qualified candidates.
3. Observe a short list of applicants performing the essentials of the position in real time and you're less likely to be surprised on their first day - In other words - make them do something practical that showcases the skills they will need to undertake in their role
4. Assess your shortlist of applicants to make sure that you're making an appropriate match. e.g. DISC profiling - this is key in understanding if they will gel with your team.

We use a 6 STEP PROCESS

1. "The Ideal Candidate" - think about exactly what you want
2. Prepare compelling Advertising for the position
3. Decide where to fish - where to put your ad
4. Screening candidates – your time is precious
5. Interviewing (both group and 1:1) – consistency is key - have set questions
6. Closing the sale – why should they work for you? Make them WORK for the role

STEP 1: Develop a Clear Job Description For The Position

This should include as a minimum

- Your organisation's Mission, Vision & Values statements
- Roles, responsibilities, tasks, duties
- Skills required
- Key Performance Indicators
- Hours expected
- Pay range

STEP 2: Write Advert For Position

Follow the AIDA formula – Attention, Interest, Desire, Action

- Include a good headline that's easy to understand – (longer ones work better than short ones)
- The headline should be a question
- Focus on the benefits of the job
- Write in the present tense
- Be specific and exciting
- Qualify the reader
- Get to the point as soon as possible
- Include a call to action

:NB Watch out for government regulations on discriminatory language

STEP 3: Generate Leads For Position

Consider which on this list are appropriate for your company and the position

1. Look within organisation first OR who in your industry from another company could you poach?
3. Place ad in local and daily papers
4. Place ad in trade/industry publications
5. Place paid ad on social media - Facebook, LinkedIn
6. Place ad in high schools, colleges, universities for apprentices
7. Email ad to customer database, suppliers, personal/business colleague database
8. Create a financial reward for existing team members for successful

introduction of new team members

9. Use a recruitment agency/headhunter, (you will need to budget approx 20% of salary for fees – but negotiate)

10. Networking - “every conversation is an interview” - who knows who?

STEP 4: Screening of Applicants

Ensure you make the applicant ‘jump through hoops’

1. Have job adverts with a ‘task’ to follow eg: Complete voice mail script for voice mail box and record. Listen to responses and phone interesting candidates for next steps
2. Have interesting candidates send in their CV.
3. Rate candidates by comparing responses to ‘task’ in step one and CV’s to job description
 - a. has necessary qualifications plus other qualities
 - b. has the necessary qualifications
 - c. missing some elements but interesting candidate (maybe of interest for a different job or another time)
 - d. not even close
4. Develop a short list of candidates, A ratings or A and B ratings
5. Conduct a group interview if 4 or more in shortlist
6. From group interview choose 1-2 for 1:1 interview

STEP 5: Interview Candidates

Arrange group or individual on-site interview with short list

1. Prepare your presentation to the group of candidates about the company and its Vision / Values / Purpose
2. Have candidates complete a task to demonstrate competence at key responsibilities/tasks of positions - this could be a practical activity
3. Interview candidates
4. Open-ended vs. close ended: “what have you... how have you...” “can you give an example of when...”
5. Develop questions to uncover actual past experience pertaining to skill set and tasks required for position
6. Use same set of questions for all interviewees
7. Rate the response of interviewee on each question as 1 through 5,

record comments

8. Rank short list according to preference
9. DISC profile preferred candidates (only 1-2)
10. Negotiate salary and make an impactful offer subject to references
11. Check references on top choice

STEP 6: Complete Hiring Agreement/Contract

Making the job offer

Make a verbal offer initially by phone or face to face, discussing the main terms and conditions and establishing if the offer is accepted. Do this QUICKLY and tell them why you think they would fit in. You are selling to them. Do it warmly, sincerely, and as fast as possible!

Offers can be made subject to candidates meeting certain conditions based on your pre-employment checks eg

- Passing a medical examination
- Passing a criminal record check
- PROVIDING SUITABLE REFERENCES
- Providing evidence of qualifications (examinations, certificates, driving license etc)
- Completing a probationary period

Carry out document checks as soon as possible and before employment commences.

Most candidates won't wish to hand their notice in before they have a written offer. If the candidate can't meet the conditions, you can withdraw your offer (this should be done quickly)

Send the successful candidate a formal offer letter including

- Job title
- Name of person to whom the job is offered
- Any conditions eg eligibility to work
- Date employment start
- Whether a probationary period is applicable
- The terms on which it is offered

• Actions required by the candidate eg sign and return copy of letter/statement of employment

❑ If not received at their start date, candidates must receive a written statement of the

main terms and conditions of employment, usually within two months of their start date.

❑ Ask the candidate to send you a signed copy of the offer letter. (This establishes the terms on which the offer was made, in case of any dispute.)

Step 7: YOU MUST TAKE UP REFERENCES

Be sure to call all references - make a checklist for doing this!

STEP 8: Induct the new staff member using a robust 3 month onboarding process

Prepare a great induction programme for the new starter - Ladies with Tradies can support you to do this!

Contact us [here](#)

Well Done ! They will now get off to a fast and productive start - and you will NOT have any headaches with them not being the 'right' fit for your business

Sample Advert

Installation Engineer

**A Company Ltd, Aylesbury, is looking
for you if you are.....**

Interested in electronics, friendly, enthusiastic, intelligent, self motivated and conscientious. You'd have high standards and be described as courteous, mature and a relaxed team player.

You'll be responsible for On Site Installation & Maintenance, as well as in-house Production & Test. You'll need to be well presented, trustworthy, punctual, have good attention to detail and a logical approach to problem solving. You'll be keen to apply your current skills and to take this opportunity to learn, grow and achieve well above average results and remuneration.

If you believe this is you, be ready to show us why when you call us today.

Tel: xxxxx xxxxxx

Sample Phone Script

Hi and thanks for calling A Company! This is Joe.

Right now we're looking for an Installation & Production Engineer to help our company continue its rapid growth. This Engineer will be responsible for:

1. On-Site Installation of IT & AV Systems 2. On-site maintenance and repairs 3. In-house Electronic Production 4. Testing of systems & components.

A Company Ltd. is a proven winner in the Electronic Engineering industry. We design, manufacture and service our own electronic equipment, as well as supply & installation of IT & AV systems. We have a fantastic reputation for customer service. Working here will be a wonderful, lasting opportunity with a well known and highly respected local company.

Now, I need you to give me a 30 to 60 second explanation of the following three things:

1. Why you'll be successful as the Installation & Production Engineer. 2. Past experience you've had that will make you successful in this position 3. Why you're the right person to be hired for this position

Please leave your name and phone number after you answer the questions.

Thanks for calling A Company!