

Top tips for effective recruitment

Write a job description detailing the key accountabilities of the role.

A Job Description should set out clearly and concisely what is expected of the role. It should detail the key responsibilities and tasks the job entails, and also indicate the key qualifications of the job and the basic skills requirement.

Write a person specification which includes the skills, knowledge and competencies that are required to carry out the role.

A Person Specification is a profile of the skills and knowledge required for the role, and is derived from the job description. It provides the criteria against which all applicants can be measured objectively & a way of enabling comparative assessment of the applicants.

Identify which candidates to invite for interview.

Essential criteria

Anyone without the essential criteria of qualifications, knowledge, skills or experience would not be able to do the job, and should not be short listed for interview.

Desirable criteria

These are the criteria that are 'nice to have' but not essential. Where there are several applicants who meet the essential criteria, the desirable criteria can be used to aid selection.

Prepare in advance for the interview.

Review the CV and/or application form, and identify any areas you would like to investigate in detail with the candidate.

Prepare competency-based questions.

Competences are a set of behaviours and skills that a person needs to carry out the role effectively. Competency-based questions allow you to gather evidence of when, where and how the applicant has demonstrated those competences.

Be aware of employment discrimination.

Ensure you do not ask any questions that could be discriminatory. Any question about age, sex, race or religion that is not directly relevant to the job could be illegal and you could be accused of discrimination

Keep detailed notes of the interview.

Note the date and the time of the interview as well as the name of the applicant. If you are interviewing a number of applicants over a few hours or days, it will be much easier to recall each interview if you have these details too.

Don't be tempted, though, to note personal comments or thoughts as a method of recall; you never know who else might want to read your notes.

Make your decision as quickly as possible.

If you wait too long to decide and make an offer, you could find that the preferred candidate is no longer available.

Don't make do.

If no one is suitable after you've interviewed all the candidates, don't just take the best of a bad bunch. You will only regret it later, and employing the wrong person can be costly in terms of customer relations, productivity and reputation. Take a deep breath and start the process again.

Plan the induction.

Ensure the employee's first day is organised. Who are they going to meet, how will they spend their first day and their first week? What Health & Safety training do they need? Planning an Induction schedule will make a new employee feel welcome, and feel that their arrival has been eagerly anticipated.

