

WE KNOW

HUMAN RESOURCES

QUALITY RECRUITMENT BASICS

QUICK GUIDE

INTRODUCTION

Most employers recognise the fact that their staff are their greatest asset. The right recruitment and induction processes are vital in ensuring that the new employee becomes effective in the shortest amount of time.

POSITION DESCRIPTION

- Have a clear and detailed job description for all new employees (and existing).
- It needs to contain; their position title and who it reports too, the positions purpose (which is about a small paragraph summarising the role). Then key bullet points for the day-to-day tasks required - you will need at least 6-8 detailed points.
- Add in key behaviours required for the role with an explanation e.g.
 - Customer Service – prepared to go the extra mile to deliver to customer requirements
 - Problem Solving – approaches problems with a clear and open mind and utilises resources for a win, win outcome
- Ensure the behaviours you add are measureable and link to the company values and performance appraisal

ADVERTISING

- Have a short and snappy advert to get the ideal person. Use headings that explain what the position is such as: Industrial Electrician or Customer Services Administrator.
- Use key bullet points on skills & qualifications required and a sentence or two on personal behaviours such as problem solving, customer service etc.
- Ideally format as:
 - a paragraph on the company
 - the next section on the job responsibilities, and
 - the final paragraph on the person & qualifications required.
- Always ask for a cover letter and resume to be sent – this is the first test to see if applicants can follow instructions.

For more information on job advertisements, please also view our Writing Job Advertisements Quick Guide.

INTERVIEW PROCESS

- Have your job description completed and a salary/rate in mind, take notes.
- Ask questions relating to the behaviours in the job description e.g.
 - “Tell me about a time when you were faced with a significant problem?” “What did you do?”
 - “Describe a time when you have given good customer service?” “Why was it good?”
 - Ask some standard fact finding questions, such as: “Tell me about yourself”, “Why do you want to work for me?”, “What can you bring to the role?”
 - Always ask each person you interview the same questions this gives you a better perspective on who you want. Also gut feel is also important and shouldn't be ignored.

- Ask applicants what rate/salary they are looking for and note this down – remember you have a figure in mind but if the applicant fills the job spec 90% then be prepared to be a little flexible. Contact one of our advisers for updated salary information.
- Compare your notes and organise a second interview on the final two, and at least one reference before any offer is made even if there is a clear front runner.
- Make an offer verbally first and gain their feedback and acceptance verbally.
- Prepare an employment contract to then send with the written offer – **make the offer subject to satisfactory references**. Complete the 2nd [and/or 3rd] reference. References must be completed with a person that the applicant has reported to and not be a friend/family member (unless unavoidable such as working in the family business).
- Don't be afraid to challenge the referee and probe for further information if something doesn't sit right with you. Ask "so why was that?" or "tell me more about their relationships with their colleagues"
- Ask the applicant to respond back to you their acceptance in writing and to seek advice on their contract and changes can be negotiated before they start their employment with you. Remember to discuss the 90-day provision in the employment agreement and any specific areas you wish to bring to the employees attention.
- Before, or on their first day commencing work, ask the employee to bring in their signed contract.

INDUCTION

- On their first day run through the basics:
 - how the organisation works
 - what OSH systems/information the organisation have in place
 - your expectations of them as an employee
- Each employee needs to be given an induction manual which holds all the company policies including a code of conduct, operational processes and the necessary HR information. They must read and sign off on the manual. This manual can then be referred back to at any time.
- The induction process must be on-going throughout their first 3 months [or longer] in your organisation to allow you to monitor their performance and skills level required to do the job. This might be through a buddy system or each staff member taking time to fully explain what they do and how their role fits into the company. Also it can take time to learn about products and systems.
- At the end of 90-day trial period, review their work to date - have a meeting and ask them about how they are enjoying the role and any concerns they or you have. Then book in a formal performance review at 6 months of employment

These are just some of the basics required by every employer who wishes to hire. This can be a simple process and if completed correctly, can eliminate wrong hires.

For further information on this or any other aspects of employment relations/human resource management, please contact The Chamber advisers, email info@cecc.org.nz or phone 03 366 5096.