

HOW TO.....BE SMARTER ABOUT RECRUITMENT

We all get that hiring someone is a big investment, and that the wrong hire will be costly, but a poor recruitment process will damage financial performance and the organisations' reputation. Here's some things to consider (from real candidates whose identities remain hidden to save embarrassment to the organisation involved).

Make sure you are clear on the key role requirements and check these are in the job spec

You'll waste your time and an applicant won't thank you for interviewing them if they can't or don't want to do your job, but only realise this at the interview stage.

Don't interview someone who doesn't meet the role requirements 'as a favour', or to make the numbers up

It's a waste of time for all concerned and could be stressful for the candidate. If you really want to explore their potential see them separately for an informal chat.

Check your process is robust and fair

I heard of one organisation that made a complete hash of this. They set a closing date and then accepted an application from someone after that date. This person did not meet the minimum criteria outlined but went on to get the job. To make matters worse the other candidate – who submitted their application on time and met the minimum criteria (oh and had been told they would get the job) didn't.

If that was not bad enough they were going to have to work for the person who did get it!! Hopeful that the audit trail of the interview would show that the right person maybe did get job it was then discovered that the interview questions intended to highlight the skills required didn't bear any resemblance to the role spec.

Control the number of stages you use

I have been hearing recently about some organisations having 3 or 4 interviews stages. This may seem reasonable to some people but only if a) your interviewing for an incredibly important role and b) your brand is so good that people are prepared to go through all those c) lots of spare management time in the organisation too.

Unemployment is at an all-time low - your candidates are probably already busy working and the best ones probably don't have the time (or desire) for a multi stage process.

If you really need to screen that intensively consider using online tools specifically designed to identify the skills you are looking for, as this will make it easier for you as well as the candidate.

I hope you found this guide useful. Contact me at karen@KDHRsolutions.com if you would like more information.

Limit the number of interviewers

Use only those who really know what is required and have the autonomy and authority to decide.

I know of someone who applied for a job in a higher education organisation and had to do a presentation firstly to the senior panel and then to a large group of people representing each faculty with absolutely no clue about the specialism of the vacant role.

Respond to all applications even if it's no

These could well be coming from your customers. Even the busiest recruitment or HR team could respond if they use a pre-worded email or an applicant tracking system (ATS). Oh.....and respond as quickly as possible too. Candidates are busy as well you know!

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