



HUMAN RESOURCES POLICIES

19. Recruitment Policy

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Authority to Alter:	Head of Support Services
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1. **Policy Statement**

Suffolk Mind is committed to safeguarding and promoting the welfare of all children, young people, and adults at risk who have contact with our services and personnel. Suffolk Mind will follow safer recruitment processes and best practice selection practices to find the right person for the job and to ensure all applicants are treated equally. The following stages would usually be observed when any vacant post is to be recruited.

2. **Stages in Recruitment**

The responsible Line Manager (in conjunction with the HR department) must take the lead in:

- providing a Job Description and Person Specification for the role. Care must be taken to ensure that requirements are clear and wording is non discriminatory
- completing a Request for Recruitment Form
- deciding what methods of assessment and selection are to be used
- setting up the Recruitment Panel.

3. **Key Tasks for recruitment**

3.1 Job description: detail broad responsibilities and duties of the post holder.

3.2 Person specification include skills and experience needed to do the job as defined in the Job Description

3.3 Request for Recruitment Form The manager must notify HR of the forthcoming recruitment as early as possible and complete a Request for Recruitment Form.

3.4 Internal recruitment: In most instances positions will be advertised internally. Exceptions may be made where an existing member of staff is seconded to a role (HR Policy 24 Job Shadowing, Secondment and Acting Up refers). All vacancies advertised externally will also be advertised internally.

3.5 Advertising The job advert should specify what the job involves and the knowledge and skills required of the successful candidate. The medium used should be determined in consultation with the manager; taking into account the need to attract a diverse range of applicants (ie as far as possible reflecting the social diversity of the source population).

3.6 Informal contact It may be appropriate to offer potential applicants the opportunity to discuss the post/duties etc. with a Manager before applying. The person who fields these enquiries must ensure that all potential applicants are given accurate and relevant information.

3.7 Application form Suffolk Mind uses a standard Application Form, to be completed by all applicants. Suffolk Mind uses a profile form as part of our Equal Opportunities and Diversity Monitoring which can be completed anonymously online at time of application. This form is separate from the application form and is not seen by the Selection Panel.

- 3.8 Shortlisting** All Applications received by the closing date will be assessed by the Recruitment Panel which will normally comprise the Line Manager and other appropriate person(s). The Panel must decide on the scoring and weighting methods, and the criteria against which the applicants will be assessed at the shortlisting stage to ensure the best fit for the role.
- 3.9 References** References for shortlisted candidates will be taken up at this stage unless the candidate has requested that this not be done unless offered the post. The reference request letter and form are sent to each referee. One referee must be the current employer or if the applicant is unemployed the most recent employer. References will be used to confirm the accuracy of information in the CV / Application Form. References will not be taken if the employee has worked within the organisation within the last five years and the recruiting manager does not deem it necessary.
- 3.10 Other methods of assessment** Other methods of assessment may be used in addition to the conventional interview, such as case studies, written or computer-based exercises, presentation, typing test, psychometric tests and questionnaires (which must be conducted by a qualified person) etc. It must be decided who will take part in and assess the candidate's performance in these assessments and what skills and knowledge requirements the method of assessment will measure. Tools such as these must only be used to establish the candidate's performance against selected criteria contained in the person specification. Candidates must be informed before interview which methods of assessment will be used and asked whether they require any reasonable adjustments to be made to enable them to complete the assessment(s).
- 3.11 Decision making process** Before Shortlisting and Interview, agreement should be reached by the panel on how the decision to select candidates will be made, and what weighting should be placed on each part of the assessment material.
- 3.12 Interview** candidates shortlisted for interview will provided in advance with details about the process, venue and selection panel. All candidates will be asked whether they require any reasonable adjustments to be made.

All members of the Selection Panel must be available for both shortlisting and interview, together with any dates they may need to attend for preparatory meetings and attendance at any other method of assessment that is to be used. Selection Panels will vary but may include all or some of the following:

- relevant manager
- future colleague
- Service User Representative (who is paid expenses to recompense them for their commitment), dependent on the nature of the vacancy
- representative of another stakeholder in the service
- HR advisor
- Trustee of Suffolk Mind.

The panel should agree a plan and relevant questions for the interviews, based upon the job description and person specification, to gain further information about each

candidate's suitability for the role to include previous experience, skills, knowledge, gaps in employment, social media profiles and work style preferences. Some areas may already have been assessed by using other methods, presentation etc. For some roles a second interview will be required.

3.13 Job offers All candidates must be informed of the results of the interview at the earliest possible opportunity, so that if they are unsuccessful they may consider applying for other posts. The successful candidate should be told that an appointment is subject to evidence of right to work in the UK; satisfactory references and a DBS check (HR Policy 25) and evidence of relevant qualifications. Once a decision has been made recruiting managers must complete a Request for Job Offer form. All papers relating to interview, e.g. applications and Person Specifications should be retained by HR for six months and then securely shredded.

3.14 Feedback Candidates who are already employed by Suffolk Mind are entitled to request a meeting to receive feedback about their interview and assessment performance. HR will call all interviewees with a decision. If feedback is requested this will be provided.

3.15 Complaints/appeals process Candidates who feel that they have not been treated fairly at an interview are entitled to complain to the CEO within seven days of the notification of the result of the interview. The matter will then be investigated.

4. Equal Opportunities in recruitment Suffolk Mind is committed to provide equality and fairness for all in our employment/recruitment processes. HR Policy 2. Equality refers. Once an offer has been accepted, we will send out a new starter health questionnaire, reference checks and DBS forms to be returned to HR. If further action is required HR will make contact directly with the employee to discuss any disclosure(s). At this point, we will seek to obtain consent to speak with their line manager. It may that a risk assessment is required and/or reasonable adjustments can be made or a Wellbeing Plan may be completed with the employee, if this is felt to be more appropriate.

4.1 Genuine Occupational Qualifications (GOQ). In some cases, an applicant may need a certain protected characteristic to do a particular job. This is known as an 'occupational requirement'. For it to be an occupational requirement, both of the following must apply:

- the protected characteristic is essential for and relates to the main tasks of the job
- there is 'objective justification' – this means you're able to prove there is a good business reason

When this applies an employer can recruit, train, promote or transfer a person of a particular sex or racial group. This means it is lawful for an employer to treat people differently. It could apply when a job requires a worker to provide a personal service to a particular racial or social group to promote their welfare. Those services can most effectively be provided by a person of the same group. For example, in a supported housing project where tenants require personal physical care provided by a worker who is the same sex as the tenant, therefore it could be appropriate to recruit a worker of that same sex. In this instance, check with the HR co-ordinator before any advertisement is placed.

4.2 Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 lists a number of occupations that are exempt from the provisions of the Act. Most relevant to Suffolk Mind are:

- work which is currently defined as regulated activity relating to adults within the meaning of Schedule 4 Part 2 of the Safeguarding Vulnerable Groups Act 2006
- work which was defined as regulated activity relating to vulnerable adults within the meaning of Schedule 4 Part 2 of the Safeguarding Vulnerable Groups Act before the coming into force of sections 65 and 66 of the Protection of Freedoms Act 2012 on 10th September 2012
- office or employment concerned with provision of care services to vulnerable adults or representation of, or advocacy services for, vulnerable adults by a service that has been approved by the Secretary of State or created under any enactment; and which is of a kind as to enable a person, in the course of his normal duties, to have access to vulnerable adults in receipt of such services
- position which otherwise involves regularly caring for, training, supervising or being solely in charge of vulnerable adults within the meaning of section 59 of the Safeguarding Vulnerable Groups Act 2006 as it had effect immediately before the coming into force of section 65 of the Protection of Freedoms Act 2012.

In these areas an individual must disclose a spent conviction if asked to do so. Suffolk Mind's application form requires all applicants to disclose convictions and explains the reason for this requirement.

5 Internal Recruitment

5.1 Pending Disciplinary

Suffolk Mind reserves the right to refuse to consider internal applicants for appointment to a vacancy if the employee is subject to a disciplinary investigation or has an outstanding disciplinary warning on their personnel file. Each such case will be considered on an individual basis, with the relevant circumstances taken into account. Should the disciplinary investigation not be concluded until after the interviews and selection of successful candidate made, any job offer would be made subject to a satisfactory outcome of that investigation.

5.2 Within Probation

Suffolk Mind reserves the right to refuse to consider internal applicants for appointment to a vacancy if the employee has not yet completed a satisfactory probationary period. Each such case will be considered on an individual basis, with the relevant circumstances taken into account.

5.3 Conflict of interest

Suffolk Mind reserves the right to refuse to consider internal applicants for an appointment to a vacancy where there could be a conflict of interest with their current role. Each such case will be considered on an individual basis, with the relevant circumstances taken into account.

6. Relatives or Partners

- 6.1 In certain circumstances Suffolk Mind believes it is inappropriate to appoint a person to a project where a close relative, or partner is already employed. We reserve the right to decline applications if this situation arises.
- 6.2 Applicants for employment are required to declare any relationship with an existing employee, Trustee, volunteer or user of Suffolk Mind's services.
- 7. Inclusion of Service Users in the Recruitment process**
- 7.1 As part of SM's commitment to service user involvement, we will endeavour to include a service user/tenant on the short-listing and interview processes. This member of the panel will be fully included in all decision-making and asking questions in the interview process.
- 7.2 Suffolk Mind will pay all legitimate expenses.
- 7.3 Suffolk Mind is committed to providing service users involved in the panel with support as required and full training on the recruitment procedure and interview techniques.

This policy has been reviewed taking into account the requirements of the Equalities Act 2010 and it complies with the Act.