



Service standard: Recruitment

These service standards will explain what services the HR team offers to its customers in respect of Recruitment.



Recruitment Aim: To help and support managers to recruit the right person in a timely & efficient way

Recruitment Target: To achieve a target completion of 45 days. This is measured from the point when HR receive a completed Staff Authorisation Form to when a candidate accepts a formal offer.

What you can expect from the HR team

- Professional, well trained colleagues who positively demonstrate CHADD's values
- A commitment to deliver the recruitment targets and service standard
- Advice & support offered on all aspects of the recruitment process
- A process that is clear and easy to follow
- Provide Recruitment Managers all documentation in a timely manner All HR staff involved in the recruitment process will be 'Safer Recruitment' trained
- Customer feedback will be sought on a regular basis

What HR expects from recruiting managers:

- Professional colleagues who positively demonstrate CHADD's values
- A commitment to follow the CHADD's Recruitment Policy
- To follow a fair recruitment process that is free from bias
- A commitment to follow the recruitment timeframes as set out below
- Have completed 'Safer Recruitment' training and refreshers when appropriate
- To be punctual and prepared for interviews
- To alert HR to any complaints arising from a recruitment process

What HR expects from candidates:

- To be polite and respectful to our team
- To be honest and transparent in their dealings with us
- To be punctual and prepared for meetings and interviews

Recruitment Target

The recruitment target is drawn from benchmarking and establishment data and can be met if the following timetable is stuck to by everyone in the recruitment process:

Activity	Who is responsible	Days to complete
Completed Staff Authorisation Form sent to HR	Head of Service/Recruiting Manager	N/A
Vacancy goes live (usually advertised for 2 weeks)	HR	Within 2 working days of receipt of completed vacancy notification
Shortlist completed	Recruiting Manager/HR	Within 2 working days of advert closing
Interviews held	Recruiting Manager/HR	Within 7 days of shortlisting
Verbal offer	HR/Recruiting Manager	1 – 2 working days of interview
Conditional offer made in writing	HR	1 working day of receipt of verbal acceptance
Pre-employment checks are completed	HR	Various (typically not more than 2 weeks)

How we deal with feedback

HR welcomes positive and constructive feedback and will endeavour to learn from this and use it to improve the service we offer.

Colleagues going through the recruitment process may raise concerns with the HR Manager. If they remain unsatisfied they have recourse through the Grievance Procedure.

External candidates have no recourse to our Grievance Procedure and may complain in writing directly to the HR Manager. Complaints will be dealt with in a timely way without undue delay.

You can have support.

We encourage and invite you to be supported by a representative or advocate about our services if that is needed and a support for you

More information

If you do not think that we are meeting the standards set out above or you have any questions please contact us.

Contact details

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