

Recruitment Policy for New Employees

Adopted June 2017

Last Reviewed September 2021

It is essential for Child Contact Centres to be staffed in a way that will allow them to provide a safe and reliable service for adults and children. The New Dawn Child Contact Centre will use these good practices when recruiting new Employees:

1. **Job Description** to include:

- Job purpose
- Organisation Structure
- Scope of the Job
- Knowledge and experience
- Skills
- Key accountabilities and performance measures.

This is required so that the person applying for the position knows exactly what the job entails and what tasks they would be expected to be carried out.

2. **Person Specification** – the person specification outlines the what would be expected from the person and includes the following:

- Health and Safety
- Customer satisfaction
- Quality and continuous improvement
- Proactive approach to work
- Team working

3. **Job Advert** – this can be advertised in a range of settings

4. **Application form & Employment and Equal Opportunities Monitoring** - prospective applicants will be required to complete an application form which will include headings such as; personnel details, history of education, qualifications gained, at least five years employment history, criminal records (the organisation will require a DBS check to be carried out) and that they have permission to work in the UK. Additionally an equal opportunities monitoring form should be included in the application pack. This ensures that discrimination is prevented and is concerned with promoting the rights of all members in society.

5. **Short Listing** - The essential and desirable elements of the person specification and job description will make up the short listing form so that candidates can be selected for interview.

6. **Interview Letter** – Letters inviting candidates to come along for an interview will be administrated. If a presentation or test is to take place this must be stated in the letter to prepare candidates.

7. **Interview Questions** - It is important that questions are prepared before the interview and they are relevant to the job advertised and the person's competency.

8. **Interview Panel** - It is preferable that three members are part of the interview panel to:

- Analyse the applications to identify they match the criteria of short listing.
- Plan interview, questions, roles of the group and structure
- Prepare suitable environment
- Open interview appropriately and establish a rapport with the candidate
- Use appropriate questioning techniques