Recruitment Service Level Agreement Guidelines.

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|   | **Action**   | **Turnaround**   |
| Advert & Job Description  | Recruitment, Extension and Adjustment Process (REAP) is completed and signed off. This is received by HR who ***acknowledge receipt*** and request advert, job description and job hazard form from Recruiting Manager.  | Normally within 24 hours  |
| Advertising  | Once the advert and job description are received by your HR Administrator they will check the contents against branding guidelines and legislative requirements. If all the information is correct it will be advertised on the website and ***sent to the requested advertiser*** e.g. to jobs.ac, guardian etc. Closing date guidelines are 2 weeks minimum or 30 days minimum if a certificate of sponsorship is required.  | Normally within 48 hours  |
| Shortlisting  | Recruiting Manager and Shortlisting Panel have access to e-Recruiter from date vacancy is advertised as long as HR is in receipt of this information.  | As soon as vacancy is advertised if HR is in receipt of this information.  |
| Interviewing  | On receipt of e-Recruiter system being updated by the Recruiting Manager the successful candidates ***will be invited to interview***. At least 10 working days' notice must be given for interviews to be arranged and interview packs provided.  | Normally within 3 days of receiving notification of the shortlisted candidates.  |
| Interviewing  | Unsuccessful candidates will be notified once the shortlisting process has happened.  | Normally within 2 working days of the shortlist having been finalised.  |
| Interviewing  | Interview packs will be created online in e-Recruiter.  | A minimum of 3 working prior to interview (if sufficient notice is provided)  |
| References  | References are only taken for senior appointments prior to interview. For all other grades, references are only taken at offer stage.  |
| Appointment  | Once the decision sheet is received by the recruitment team an offer letter will be sent to the successful candidate.  | Normally within 3 working days  |
| Offer   Contract of Employment  | Once the decision sheet is received by the recruitment team an offer email will be sent to the successful candidate.  Contract of employment  | Normally within 2 working days  Normally within 5 working days  |
| Start dates  | A provisional start date will be given in the offer letter however, the actual start date is subject to the pre-employment checks being completed.  |