

# 1. RECRUITMENT SERVICE LEVEL AGREEMENTS

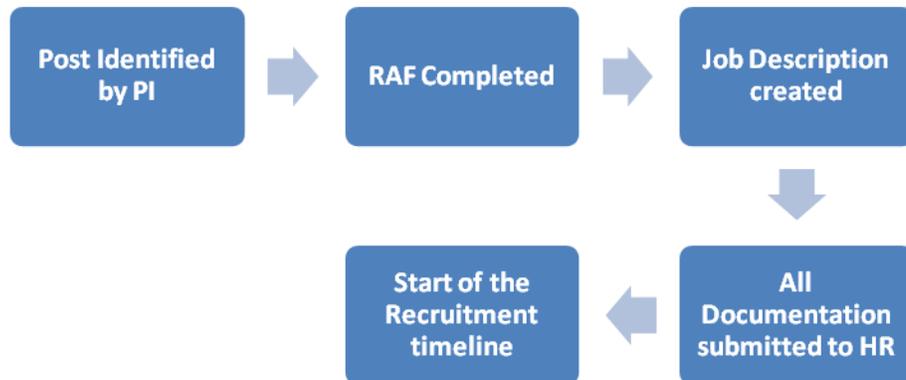
Service Level Agreements have been set out for specific services within the Recruitment process following consultation with both administrative and academic staff members. A number of customer focus groups were consulted and engaged with in 2012 regarding the development of the Key Performance Indicators (KPIs) and provided the opportunity to give feedback into the development of a suite of reports to support the delivery and monitoring of the SLA.

## Research Funded Posts

Non Research Careers Framework posts (1.1) can be filled by direct appointment or through competition. Where a competition is held, recruitment supports all aspects of the recruitment process.

Research Careers Framework posts (1.2) must be filled through competition. With these posts, a streamlined version of the recruitment process has been created at the request of Principal Investigators (PIs) and this process is largely self-managed with standard documentation which can be downloaded from the HR website.

The timelines for the recruitment process begin once the following steps have been completed.



On receipt of the completed documentation, recruitment will engage with the customer and provide the services described within the timelines detailed below.

Throughout the recruitment process there are some tasks such as shortlisting which are the responsibility of the Principal Investigator and the timelines to complete will be controlled by the customer.

## 1.1. Research Funded Posts – Non RCF

Activity	Detail	SLA Target
<b>Advertising*</b>	Competition Opened and Post Advertised on UCD vacancies page following receipt of completed RAF and Job Description within 3 working days.	<b>Maximum of 3 Working Days</b>
<b>Availability of BOA*</b>	Once a post has been advertised on the UCD web, BOA should be sent to the hiring manager within 1 working day.  <b>NB:</b> BOA needs to be returned by closing date of the post.	<b>1 Working Day</b>
<b>Shortlisting*</b>	Following closing date of a competition, the shortlisting pack should be made available to a board within 3 working days (Note: this is contingent on BOA form being returned to HR Recruitment before the closing date).	<b>3 Working Days</b>
<b>Principal Investigator/School / Unit must complete short listing and return results to HR</b>		
<b>Candidates Contacted</b>	On receipt of the shortlisting results HR will contact both successful and unsuccessful candidates within 2 working days.	<b>2 Working Days</b>
<b>Interview*</b>	Interview packs should be made available to a board at least 3 days prior to interview.	<b>Minimum of 3 Working Days</b>
<b>Principal Investigator/School / Unit must complete interviews and return results to HR</b>		
<b>Recommended Candidate Contacted</b>	On receipt of the interview results HR will contact the recommended candidate and request transcripts and references (if required) for the recommended candidate within 2 days.	<b>2 Working Days</b>
<b>Unsuccessful Candidate (s) Contacted</b>	On receipt of the interview results HR will contact unsuccessful candidate(s) within 2 days.	<b>2 Working Days</b>
<b>Salary Agreed</b>	On receipt of the interview results HR will consult with the Hiring Manager and agree the salary for the role.	<b>2 Working Days</b>
<b>Research Finance Office must sign off approval on RAF once the salary and employee details agreed (allow 3-5 working days)</b>		
<b>Post Interview*</b>	Once the transcripts (references) are received, HR will complete the RAF with employee details, salary details and planned dates and forward to the Research Finance Office. HR will make the verbal offer to a candidate, who will then be given the opportunity to consider offer and verbally accept/indicate start date.	<b>Maximum of 7 working days</b>
<b>Contract Issued*</b>	Once terms of offer has been agreed, contract should be sent to successful applicant within 2 working days.	<b>Maximum of 2 Working Days</b>

\* Indicates externally measured SLA

## 1.2. Research Funded Posts – RCF

Activity	Detail	SLA Target
<b>Advertising*</b>	Competition Opened and Post Advertised on UCD vacancies page following receipt of completed RAF and Job Description within 3 working days.	<b>Maximum of 3 Working Days</b>
<b>Availability of BOA*</b>	Once a post has been advertised on the UCD web, BOA should be sent to the hiring manager within 1 working day.  <b>NB:</b> BOA needs to be returned by closing date of the post.	<b>1 Working Day</b>
<b>Shortlisting*</b>	Following closing date of a competition, applications will be made available to a board within 3 working days  ( <b>Note:</b> this is contingent on BOA form being returned to HR Recruitment before the closing date).	<b>3 Working Days</b>
<b>PI must complete short listing and interviews return results to HR</b>		
<b>Recommended Candidate Contacted</b>	On receipt of the interview results HR will contact the recommended candidate and request transcripts and confirm if hosting agreement is required.	<b>2 Working Days</b>
<b>If required, Work Permit (Hosting Agreement) Application completed (3 weeks to process)</b>		
<b>Unsuccessful Candidate (s) Contacted</b>	On receipt of the interview results HR will contact unsuccessful candidate(s).	<b>2 Working Days</b>
<b>Salary Agreed</b>	Following the return of the interview results HR will consult with the Hiring Manager and agree the salary for the role.	<b>2 Working Day</b>
<b>Salary must be approved by the Research Finance Office (average 5 days)</b>		
<b>Post Interview*</b>	Following recommendation, an update should be given to the PI within 7 days regarding the status of the successful applicant.	<b>Maximum of 7 working days</b>
<b>Verbal Offer / Start Date Agreed</b>	Once the transcripts are received, HR will assess if CAF required and make the verbal offer to the successful candidate.	<b>3 Working Day</b>
<b>Contract Issued*</b>	Following the verbal acceptance and agreement of a provisional start date the contract is issued.	<b>Maximum of 2 Working Days</b>

\* Indicates externally measured SLA

## **1.3. Reports**

As part of this project a number of InfoHub Reports have been developed to support Hiring Managers, Colleges and Schools/Units across the University. These reports have been developed in consultation with the focus groups.

### **1.3.1. Activity Report**

This report shows all current active competitions by category that has been advertised (i.e. aligned to eRecruitment advertising). This is a live report and is updated by the recruitment team as activities occur in the recruitment process. These have been described as Events and a full list of Events and descriptions are contained below. The Events will provide a real time analysis of where a competition is within the recruitment process.

### **1.3.2. Recruitment SLA/KPI Report by College/Management Unit**

These reports are separated between Core Recruitment and Research Recruitment for ease of use. The Recruitment KPI report is a break down which can be filtered by the College/ Management Unit on how HR is performing against each of the six SLAs. Within the report, a percentage will display the success of each SLA.

For Research Careers Framework posts there is a variation in the recruitment process. Shortlisting will refer to availability of applicant documentation only and as the interview process is managed by the Principal Investigator there will be no SLA measurement for interviews.

## 2. Competition Event Explanations

This page provides a full breakdown of the type of events shown and a brief explanation of each.

ID	Item	Explanation
1.	Competition Reference	Unique reference assigned by HR Recruitment.
2.	Competition Title	Position title as advertised on UCD vacancies webpage.
3.	Date of B.R.C. Approval	Date notified of B.R.C. approval of the post.
4.	B.R.C. Notification From Recruitment	Recruitment will update the hiring manager on the outcome of the B.R.C submission.
5.	Post Re-advertised	A new competition reference will be set up if a post needs to be re-advertised (under Internal Mobility Programme or if not filled after advertising). This event will signal if re-advertised and previous competition reference.
6.	Competition Open	Date all completed documentation received in UCD HR Recruitment (i.e. signed PAF/RAF, B.R.C. approval, graded/final JD). Once all documentation has been agreed Recruitment will advertise the post on the UCD Vacancies web page within 3 working days in line with the Key Performance Indicator (KPI).
7.	Date Advertised	Date the competition will be open on the UCD vacancies web page.
8.	B.O.A. Email Sent to Hiring Manager	Once a competition has been advertised on the UCD web page, UCD Recruitment will issue a B.O.A. (Board of Assessors form) to the Hiring Manager within 1 working day in line with the KPI.
9.	Completed B.O.A. Form Returned	A fully completed B.O.A. will be returned to Recruiter which will contain full detail of the panel, shortlisting/ Interview date and other specific arrangements in connection with this competition. Recruitment will enter the date that the B.O.A. has been returned.
10.	Advertising Closed	This is the closing date of the competition.
11.	Shortlisting Packs Live	Following the closing date of the competition, Shortlisting packs will be made available to Boards 3 days following closing date in line with the KPI.
12.	Shortlisting Date	This is the date that the Board will meet to shortlist applicants and will be taken from the returned B.O.A. form.
13.	Applicants Advised Of	On receipt of the recommendation from the shortlisting panel. Recruitment will contact both successful and not successful applicants and advise them of the outcome of

	Interview	shortlisting and update them on interview arrangements.
14.	Interview Packs Live	As part of the KPI, Recruitment will make interview packs available to all board members at least 3 days prior to the interview date.
15.	Interview Date	As per the completed B.O.A. the interview date will be populated by Recruitment
16.	Post Interview Documentation Received	On receipt of completed post interview documentation (i.e. recommendation form & signed definitive interview scoresheet), Recruitment will start the post interview checks (i.e. medical / transcripts / references).
17.	Interview Applicants Contacted	Recruitment will contact both the successful and not successful applicants to notify them of the outcome of the interview process. The successful applicant(s) post interview checks (i.e. medical / transcripts / references) will now commence.
18.	References Received	The date that Recruitment receives written references for the candidate(s).
19.	Transcripts Received	The date that Recruitment receives original transcripts (if applicable) from the candidate.
20.	Medical Received	The date that Recruitment receives medical outcome (if applicable).
21.	Status Update to School/Unit	Following receipt of the B.O.A. recommendation, an update will be provided to the Hiring Manager (Chair) within 7 days regarding the status of the successful candidate.
22.	Verbal Offer Made to Applicant	Date on which a formal verbal offer has been made to the applicant.
23.	Terms of Offer Agreed and Notified	Date on which all terms and conditions have been agreed with the Candidate (note where multiple candidates the latest date will be displayed). The start date of the candidate will be entered into the comments field.
24.	Contract Issued	Once terms of offer has been agreed, Recruitment will issue contract of employment within 2 working days in line with KPI.
25.	Contract Accepted	Date that the contract has been signed and returned to Recruitment. Note where multiple candidates the latest date will be displayed.
26.	Post to be Re-advertised	If a post is not filled following the recruitment & selection process, it will be re-advertised (in agreement with Hiring Manager) and given a new competition number which will be reflected against this event.