

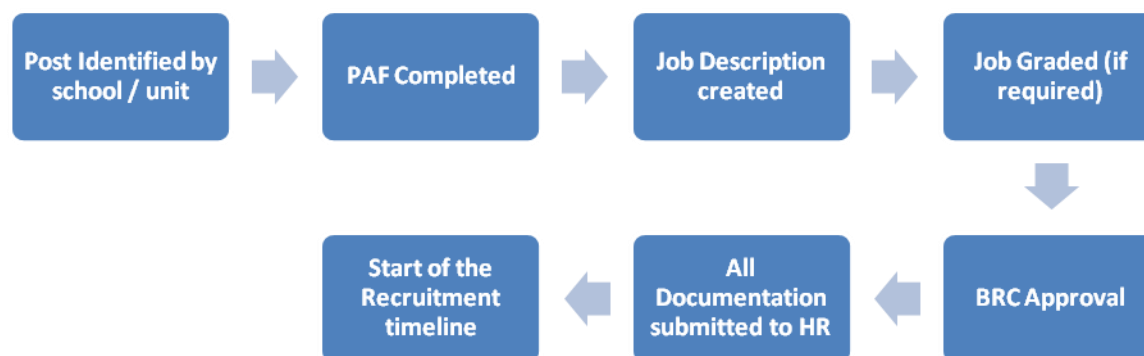
1. RECRUITMENT SERVICE LEVEL AGREEMENTS

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.

1.1. Core Funded Posts

Recruitment supports all aspects of the recruitment process for Core Funded Posts (which includes externally funded posts) from the point of approval through to acceptance of an offer by a candidate.

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.

A number of tasks in the recruitment process will be owned by the school or unit, some of which will have a direct impact on the success of an SLA, for example, if a board of assessor's form is not completed prior to the closing date, this may cause the SLA for shortlisting to fail.

Activity	Detail	SLA Target
Advertising*	On receipt of a completed PAF, Job Description (<i>graded if relevant</i>) and BRC approval, the position should be advertised on the UCD web within 3 working days.	Maximum of 3 Working Days
Availability of BOA*	Once a post has been advertised on the UCD web, BOA should be sent to the hiring manager within 1 working day. NB: BOA needs to be returned by closing date of the post.	Maximum of 1 Working Day
Shortlisting *	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).	Maximum of 3 Working Days
School / Unit must complete short listing and return results to HR		
Candidates Contacted	On receipt of the shortlisting results HR will contact both successful and unsuccessful candidates within 1 working day.	1 Working Day
Interview *	Interview packs should be made available to a board at least 3 days prior to interview.	Minimum of 3 Working Days
School / Unit must complete interviews and return results to HR		
Recommended Candidate Contacted	On receipt of the interview results HR will contact the recommended candidate and request transcripts, medical and references for the recommended candidate within 2 days.	2 Working Days
Unsuccessful Candidate (s) Contacted	On receipt of the interview results HR will contact unsuccessful candidate(s) within 2 days.	2 Working Days
Salary Agreed	On receipt of the interview results HR will consult with the Hiring Manager and agree the salary for the role. If a salary exception is required HR will provide details of the process to the Hiring Manager.	2 Working Days
Salary Exceptions must be approved by the BRC prior to offer		
Post Interview*	Following recommendation, an update should be given to the hiring manager within 7 days regarding the status of the successful applicant.	Maximum of 7 working days
Verbal Offer / Start Date Agreed	Once the transcripts, medical, references, approved salary (and CAF if relevant) are received, HR will make the verbal offer to the candidate. Candidates will be given the opportunity to consider offer and verbally accept/indicate start date.	7 Working Days
Contract Issued*	Once terms of offer has been agreed, contract should be sent to successful applicant within 2 working days.	Maximum of 2 Working Days

* Indicates externally measured SLA

1.2. 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.

1.2.1. 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.

1.2.2. 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.

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 Interview	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 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.