

## **Recruitment - Service Level Agreement**

This Service Level Agreement (SLA) is intended to streamline the recruitment process and set out the expectations of the various teams involved in the recruitment process, i.e., recruiting managers, finance as well as the recruitment and e-rostering teams. It is expected that adherence to the timescales listed within the SLA will allow us to meet our agreed performance indicators.

The SLA was developed following discussions with the workforce team, finance and managers across the Trust. It includes tips for managers to highlight matters they may or should consider at various stages of the recruitment exercise.

The SLA has been amended to reflect changes in practice, agreed through the recruitment project planning group, which support a transparent recruitment process and the implementation of the Trust Buddy scheme to support the onboarding process.

Please note that the medical recruitment process can vary from the steps detailed in the SLA. However, we would expect the same principles to apply.

If you have any queries or comments regarding the SLA, please contact the recruitment team, Kiera McKeown (Recruitment Team Leader) or Emma Bright (Head of Recruitment and Resourcing)

Workforce Team  
18 September 2017

## RECRUITMENT – SERVICE LEVEL AGREEMENT (Between Recruitment and all Recruiting Managers)

This SLA is intended to help us meet the agreed time to hire KPIs. These are as follows:

**KPI 1: Time to Hire (From date of advertising to start date) – 11 weeks**

**KPI 2: Time to offer (From closing date to offer) – 2 weeks**

**KPI 3: Conditional to Unconditional offer (i.e., cleared to start) – 4 weeks**

| Activity  | SLA target                      | Responsibility        |
|---|---------------------------------|-----------------------|
| Send request to recruit form – Authority to Recruit Planning Form (ARPF) to Finance<br><a href="mailto:financechanges@beh-mht.nhs.uk">financechanges@beh-mht.nhs.uk</a>   | Asap                            | Recruiting Manager    |
| Finance to forward the documents to:<br><a href="mailto:vacancycontrol@beh-mht.nhs.uk">vacancycontrol@beh-mht.nhs.uk</a>  | Thursday 16:00                  | Finance               |
| Workforce to collate requests for approval at Vacancy Control Panel   | Friday morning                  | Workforce             |
| Vacancy Control Panel Review  | Friday 14:00                    | Executive Director(s) |
| Workforce to relay the Panel decision via e-mail to recruiting manager  | By 10:00 on Monday              | Workforce             |
| <p>If not previously provided, manager to confirm -</p> <ul style="list-style-type: none"> <li>• Shortlisting and interview dates in accordance with this SLA.</li> <li>• Who the independent panel representative will be. This needs to be someone who works outside of the team the new starter will be working within.</li> <li>• Who the Buddy for the new starter will be</li> <li>• Confirmation that one person on the panel has received NHS recruitment and selection training and / or read the guidance booklet available</li> </ul> <p><b>Tip:</b> Plan your recruitment activity and mark time in the diary for shortlisting to be done within two days of the closing date, and the interview date a week later. Please note that shortlisting will be forwarded on to the Lead shortlister who will input the scores on Trac.</p> <p><b>Tip:</b> It helps to have team members already identified as Buddy's so this isn't an additional task at recruitment stage. The Buddy guidance document and application form are available on the intranet.</p> | Asap                            | Recruiting Manager    |
| <p>Workforce to advertise the post following receipt of all information for the post, including advert, JD, shortlisting and interview dates.</p> <p><b>Please note:</b> posts will be advertised with the interview date so that candidate can make arrangements in advance</p>  | Within 1 working day of receipt | Workforce             |

|   |   |                    |
|---|---|--------------------|
| Manager to complete shortlisting on TRAC<br><b>Tip:</b> Mark time in your diary to carry out shortlisting to take place no later than within 2 days of the post-closing.  | Within one week of the advert closing                   | Recruiting Manager |
| Candidates contacted to attend interview  | Within one day of receipt of shortlisting data          | Recruitment Team   |
| Interview<br><b>Tip:</b> Ensure panel has the dates in the diary when advertising the post and that venue is confirmed.   | Within one week of shortlisting                         | Recruiting Manager |
| Make verbal offer to successful candidate and agree a tentative start date.<br><b>Please note:</b> the recruitment team will work to achieve the proposed start date  | On day of interview                                     | Recruiting Manager |
| Unsuccessful Candidate(s) Contacted   | Asap and within 1 week following interview              | Recruiting Manager |
| Confirm the successful candidates, i.e., move the candidates to offer on TRAC<br><b>Please note:</b> The Recruitment team do not need to receive interview notes. However, please retain these documents for a minimum of 3 months in case of a challenge regarding process | Within 2 days of interviews                             | Recruiting Manager |
| Conditional offer letter to successful candidate  | Within 1 day following confirmation on TRAC             | Recruitment Team   |
| Pre-employment checks process conducted<br><b>Please note:</b> Recruitment will obtain HR references to streamline the process. Any delays in checks, including DBS, OH will be escalated to manager.<br>Managers will receive alerts in relation to progress via TRAC.     | Within 4 weeks of offer                                 | Recruitment Team   |
| Recruitment to send an update on progress   | Weekly on Monday  | Recruitment Team   |
| Recruitment to email manager to confirm completion of checks and request start date confirmation  | On the day that checks are completed                    | Recruitment Team   |
| Managers to confirm start date  | Within 2 days following completed pre-employment checks | Recruiting Manager |
| Induction booked  | Within 1 day of confirmation of start date              | Recruitment Team   |
| Managers to email the recruitment team on the start day to confirm that the new starter has started in post   | On the day of commencement in post                      | Recruiting Manager |
| Recruitment to ensure that new starter is uploaded onto ESR   | Within 1 day of start date                              | Recruitment Team   |
| E-Rostering to ensure that the new starter is uploaded onto the roster and thereby visible to the recruiting manager  | Within 2 days of start date                             | E-Rostering Team   |
| Contract Issued   | No later than one week before start date                | Recruitment Team   |

**Any concerns**

If a manager/department experiences issues with any elements of the process, please contact the Recruitment Administrator. You can also escalate any concerns or delays to the Recruitment Team Leader and / or Head of Recruitment and Resourcing.

**Amended 18<sup>th</sup> September 2017**