

## **Recruitment & Selection Policy & Procedure**

The Westgrove Group is committed to providing recruitment and selection processes that will provide it with the best workforce to achieve its plans and goals, in a timely and cost effective manner. Recruitment and promotion will be conducted on the basis of merit, against objective criteria that avoids discrimination.

All Westgrove colleagues involved with the recruitment and selection process will receive appropriate training on how to adhere to the recruitment and selection process in a fair way ensuring compliance with The Westgrove Group's Equal Opportunities Policy.

### **Recruitment and Selection Procedure**

1. When a vacancy arises a Recruitment Request Form should be completed by the Hiring Manager with full details of site requirements. Once completed this should be sent over to the Business Manager for approval.
2. The Business Manager needs to ensure that they understand the reason for the recruitment and it is in line with budgets and operation, before authorising.
3. The Hiring Manager is then required to email the Recruitment Request form and Business Manager authorisation to the Recruitment team.
4. The Recruitment team will compile the advert from the information obtained on the Recruitment Request Form and will post on external advertising boards. On request from the Hiring Manager, should they wish to promote the position within the organisation they can request that an internal advert be emailed to all Westgrove sites by the Recruitment team.
5. The candidate CV's will be received by the Recruitment team, who will then forward to the Hiring Manager on a daily basis (Monday – Friday).
6. Hiring Manager is then responsible for shortlisting the CV's and selecting candidates for telephone interview using the Westgrove Interview Booklet for guidance. The shortlisting process must be objective and evidence based with the interviews being conducted by the same colleagues to ensure a fair and consistent approach.
7. On completion of the telephone interview the Hiring Manager is responsible for selecting the candidates for 1<sup>st</sup> interview. The candidate needs to be invited to the interview via email confirming date / time / location.
8. During the interview, using the Interview Feedback Form for guidance the candidates will be asked job specific questions against the job description and the requirements

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of the role to assess the candidate's suitability for the position. Interview questions will include the candidates career history, job title, responsibilities, reasons for leaving, exploring gaps in their career history, notice period and also ask if they are attending interviews elsewhere

9. On conclusion of the 1<sup>st</sup> interview please advise the candidates of the next stage of the process and timescales. For instance, many of our frontline positions will only require a 1st interview, the Hiring Manager will confirm when they intend to close the interview process and advise the candidate of a decision. For some positions, a 2<sup>nd</sup> interview is required and where possible it would be advised to inform the candidate of this and the timeframe when this will be concluded.
10. On completion of the interview process and a successful candidate has been identified, they must be contact and offered the position verbally. The successful candidate will be made aware the offer of employment is subject to satisfactory checks being completed by the Recruitment team.
11. On acceptance, The Hiring Manager will email the successful candidate the Westgrove New Starter pack and arrange time for them to bring this to site along with their Right to Work documentation and Proof of Address. If the candidate does not have printing facilities, please arrange a time for them to come to site to complete the relevant documentation.
12. The Hiring Manager will then follow the New Colleague On Boarding Process.
13. Once the Colleague On-Boarding Process has been completed and has a confirmed start date. The Hiring Manager will contact the unsuccessful candidates, preferably by phone. If after two attempts have been made without success, then written communication can be used to inform candidates that they have not been successful.
14. Once the recruitment process has been closed all Interview Feedback Forms for all candidates that have taken part in a telephone / face-2-face interview must be returned to the Recruitment team and they will be kept on file for 6 months.

### **Use of Agencies**

As a business we do not use recruitment agencies unless all other avenues have been exhausted. If we do require the use of agency assistance, then along with a business case this would require sign off from board level with the invitation of agency use being limited to an approved partner.