
Overview

Why this is important

You may be about to recruit your first member of staff or you may have had problems recruiting staff in the past. You may simply want to explore how to recruit staff that really suit the business. Whatever the size of the business, recruiting staff can be expensive and time-consuming. It is important that at the end of the process you have recruited a member of staff who can do what you need them to do.

To do this, you will need to:

1. work out exactly what you need the new member of staff to do;
2. identify how you will judge all applicants abilities;
3. decide how you will get the right type of applicant interested in the job;
4. choose the right person for the job; and
5. make sure you can improve the way you recruit staff in the future.

The main topics

When you recruit staff you will need to do the following.

1. Plan recruitment.
2. Choose staff.

What you might like to use

You will need to gather a range of information to be able to recruit staff. This could include:

1. a job description and person specification which sets out the skills, abilities, knowledge and experience needed;
2. ways to judge applicants skills, abilities, knowledge and experience;
3. a plan of the recruitment process and who will be involved; and
4. records of how different applicants match the skills, abilities, knowledge and experience you need.

How this will help your business in the future

When you have recruited staff you will probably have the following.

1. A member of staff who can carry out the activities you need them to do.
2. Experience and feedback to help you recruit staff in the future.

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Recruit staff

Performance criteria

You must be able to:

Plan recruitment

- P1 identify the main tasks that the new recruit will need to carry out
- P2 identify the skills, knowledge, abilities and experience the new recruit must have
- P3 identify the skills, knowledge, abilities and experience that are not essential but that you would like the new recruit to have
- P4 decide how you will judge all applicants skills, abilities, knowledge and experience
- P5 decide the stages you will have in your recruitment process and the timings of these
- P6 decide who will help you in the recruitment process and what they will do
- P7 make sure the recruitment process you will follow is legal and fair to all
- P8 decide on the terms and conditions of employment you will offer the new recruit
- P9 decide how you will judge whether or not the recruitment process has been successful
- P10 make sure everyone in the business knows that you are recruiting staff

Choose staff

You must be able to:

- P11 advertise for staff in ways which will give you the widest choice of suitable applicants
- P12 advertise for staff in ways which will give you the widest choice of suitable applicants
- P13 make sure the advertisement, and any information you give to applicants, is clear and accurate
- P14 decide which applicants you would like to find out more about
- P15 make sure the applicants fully understand what the job involves
- P16 carry out all interviews in the same way and don't ask questions you are not legally allowed to ask
- P17 make sure you feel confident that the applicant you are considering will be able to do the job
- P18 make sure you only make promises you can keep.
- P19 consistently and accurately record how the skills, abilities, knowledge and experience of each applicant matches those you are looking for
- P20 make sure you keep any personal information about applicants confidential
- P21 make sure you choose a particular applicant because of his or her skills, abilities, knowledge and experience and not for other reasons
- P22 make sure you ask for and check references

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Knowledge and understanding

You need to know and understand:

Plan recruitment

- K1 how to identify which skills, knowledge, abilities and experience are needed to carry out the main tasks of the job.
- K2 how to judge applicants knowledge, skills, abilities and experience against those needed for the job.
- K3 the costs and advantages of the different ways of advertising vacancies, for example:
 - K3.1 placing an advert in the situations vacant section of local and national newspapers and magazines
 - K3.2 hiring a consultancy firm or employment agency;
 - K3.3 advertising the position to current staff; and
 - K3.4 through links with schools, colleges and universities
- K4 which people should be involved in the recruitment process.
- K5 how to find out about laws which apply to recruiting staff, for example:
 - K5.1 employment law;
 - K5.2 contract law;
 - K5.3 health and safety law; and
 - K5.4 equal opportunities law
- K6 what terms and conditions of employment you should offer recruits, for example:
 - K6.1 the rights and responsibilities you and they will have under their contract of employment;
 - K6.2 pay scales; or
 - K6.3 discipline and grievance procedures
- K7 how to identify whether the recruitment procedure has been successful.

Choose staff

- K8 how to choose an appropriate way of advertising the job. this might involve finding out what type of publication or website is read or visited by what type of people.
- K9 how to negotiate terms with a chosen provider of advertising.
- K10 how to make sure your advertisements are accurate
- K11 how to present information about the job.
- K12 what the terms and conditions of the job are and how to present these.
- K13 how to decide who should be interviewed.
- K14 how to judge the skills, abilities, knowledge and experience of the applicants you interview.
- K15 how to interview applicants.

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- K16 what you are legally allowed to ask applicants and what you are not allowed to ask.
- K17 how to test applicants, and the benefits and disadvantages of this.
- K18 what information you need to keep confidential.
- K19 how to check references.
- K20 how to judge whether the process you followed to choose a recruit has been successful and whether you would change it next time you recruit.

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Recruit staff

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Relevant occupations Business, Administration and Law; Agriculture; Managers and Proprietors in Hospitality and Leisure Services; Urban, rural and regional planning; Administration; Law and legal services; Managers in Farming, Horticulture, Forestry and Fishing; Legal Professionals; Architects, Town Planners and Surveyors; Public Service Professionals; Administration and Secretarial Occupations; Government and Related Organisations; Business and Finance Associate Professionals

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