



Change Recruitment

A Unique Sixteen-Step Recruitment Process

(Key Competences (KC) Unique Selling Point (USP))

Step 1 Candidate Registration

KC1 Every candidate that registers online or via email, letter or fax, or has a candidate record (F1) completed, all of which will be transferred into an online record, will be telephoned by a Partner within 24-hours if a suitable opportunity exists for them, or responded to electronically if one doesn't.

USP1 We will have an immediate record of all potential candidates to 'search' upon for our clients rather than awaiting CV's being sent in and transferred online. This is critical because any time delay can potentially lose quality candidates or potential perfect 'matches' for our clients.

Step 2 Client Contact

KC2 Every client that a Partner contacts (or is contacted by) is telephoned within 24-hours and a vacancy record is created online or a vacancy record (F2) is created and then transferred online.

USP2 This ensures that we can immediately carry out searches for potential candidates for our clients and select some example candidates prior to a full briefing meeting.

Step 3 Client Meeting

KC3 Every client that a Partner completes a vacancy record for will be visited for a full briefing meeting. Even when the client is known to the Partner this will apply to every vacancy accepted from that client.

USP3 By holding a meeting with the client we ensure that we understand not only the job description but also the personal profile that will be suitable for the position. It also allows us to establish an action plan, which is mutually acceptable and fully agree terms of business.

Step 4 Recruitment Road Map

KC4 Following a client meeting a specific action plan is developed and agreed with the client and provided to them by the Partner within 24-hours. The full vacancy brief can be checked and amended by the client at any point by using **changeme**.

USP4 At all times we have a client's approval for our activity and we can comfortably work within the commitments and expectations given to them. It also ensures that both parties are fully aware of their responsibilities and obligations.



Step 5 Candidate Sourcing

KC5 Every potential method of gaining candidates will be explored by the Partner and each and every candidate that is short-listed will be coded. These codes are updated throughout the interview process with full reasons and this is available for clients and candidates to see through **changeme**.

USP5 There are many methods by which a Partner can attract candidates and this ensures that all potential methods are considered in every case. Equally important is the ability for the candidate and client to know where the process is up to.

Step 6 Candidate Qualification

KC6 Every potential candidate has to be telephone screened by the Partner for every potential vacancy for which they are being considered. This includes cases where the candidate is known to the Partner or has been previously interviewed for a different position.

USP6 We include candidates that have been previously interviewed to ensure this is 'vacancy' specific. This vacancy specific qualification establishes the current activity of the candidate and their current motivation to move to ensure that only appropriate candidates are moved forward to first interview.

Step 7 Selling Candidates Opportunities

KC7 During this telephone screening the Partner will start 'selling' the vacancy to the candidate to increase their motivation to move.

USP7 Candidates will have a stronger desire to join a client. They will also be more willing to accept the first job offer without suggesting changes (i.e. increases in the salary offered) if they have a strong motivation for the position.

Step 8 First Interview

KC8 The Partner carries out the first interview for every vacancy and completes an interview record online or an interview record (F3), which is then transferred online. No candidate will be put forward for a second interview with a client if they have not been first interviewed. This includes candidates that have been previously interviewed for other positions.

USP8 This allows complete qualification and 'matching' with the job description and personal profile, especially regarding motivation to move so that only fully matched and motivated people are short-listed for a second interview.



Step 9 Candidate Short-List

KC9 The Partner will contact the client within 24-hours to fully brief on the short listed applicants which are also all available to view online through **changeme**.

USP9 This ensures that we are able to establish timings for second interviews as quickly as possible to ensure that no good candidates are lost to other employers by any delay.

Step 10 Candidate & Client Preparation

KC10 Both the candidate and client will be telephoned by the Partner and fully briefed about each other prior to the second interview.

USP10 This ensures that the candidate is fully briefed for what a client is looking for and that the client will be fully informed as to what is needed to capture the right candidate. By fully briefing both parties there will be no potential 'surprises' at the second interview.

Step 11 Second Interview

KC11 The second interview that the candidate will attend with the client will be arranged and coordinated by the Partner to ensure they maintain full control of the process.

USP11 The role of the Partner will be to organise and plan all activity between the candidate and the client, this ensures that the client only has to concentrate on the second interview (and potential further interviews). It also ensures that everybody is fully aware of what they need to do at all times.

Step 12 Candidate & Client Debrief

KC12 The Partner will contact the candidate and client within 24-hours of the second interview to be fully de-briefed on how the second interview went. The **changeme** section for both candidate and client will be updated.

USP12 Time is critical at this point and therefore the advantages of ensuring that a full debrief is taken from both parties quickly ensures that any questions following the second interview are handled and that good candidates are selected for further interviews or that they are made an offer as quickly as possible.



Step 13 Offer Management

KC13 The Partner will establish from the client whether an offer is to be made and the terms of the offer and then make that offer to the candidate on behalf of the client.

USP13 The way in which an offer is made is essential and our Partner is professionally trained in 'selling' an offer to the selected candidate to ensure that the client will secure the first candidate they choose.

Step 14 Post Offer Management

KC14 Following the acceptance of the offer by the candidate, the Partner will keep in continual contact with both the client and the candidate to ensure that the start date is achieved with no problems.

USP14 We ensure that if a client has selected the right candidate and offered them the position that nothing prevents the start date being achieved. Anything can happen in this period including counter offers from the candidate's existing employer or potentially another employer that they have been interviewed by.

Step 15 Post Placement

KC15 The Partner will keep in contact with both the client and the candidate to ensure that the candidate start date goes well and that there are no problems within the first 30-days. The Partner then requests that the client and customer complete a satisfaction report.

USP15 Often in the initial 30-days of employment problems will occur where the expectations of both the candidate and the client are not achieved, the Partner will be in contact with both parties to ensure that any differences are ironed out quickly to prevent them becoming major issues.

Step 16 Central Satisfaction Programme

KC16 Change contact every candidate placed and every client invoiced 12-weeks following start date to measure the level of satisfaction (F4) for both parties.

USP16 The Partner gains an understanding of the candidate and the client's level of satisfaction at the time of placement, but quite often it is the follow up activity that dictates the real level of satisfaction. By contacting both parties at this time we accurately measure the level of satisfaction for both the actual placement and the critical follow up activity. This allows us to continually make changes to our programme based on this essential customer feedback.