

Recruitment and Selection Policy

Version Number	4
Revision Date	22/8/2024
Department	Business Support and Transformation
Author	People Partner
Reason for Policy Creation/Revision	Modification of Recruitment and Selection Policy as part of Safer Recruitment review.
Data Protection	Included in the policy
Equalities	EIA completed for the policy
Sustainability	No impact
Proofread By	Sarah Steel
Date Approved	26/9/2024
Approved By	SMT
Next Review Due	30 May 2026
Audience – Training and Awareness Approach	Refresher training will be required for all managers to ensure application of safer recruitment principles which will be embedded into the manager training syllabus.
Effective Date	26/9/2024
Internal References – Policies & Procedures (Located on The Hub)	Equal Opportunities, Psychometric Assessment Data Protection policies.
External References	Care Inspectorate Safer Recruitment Standards, Complying with the Public Services Reform (Scotland) Act 2010. The SSSC's Code of Practice for Employers of Social Service Workers and,

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1. Policy Purpose

- 1.1 The aim of Hanover's Recruitment and Selection Policy is to ensure that our recruitment and selection practices enable us to attract and employ the best possible candidates who meet the requirements of the post.
- 1.2 Using the most suitable selection methods in a consistent, objective, and fair way, the policy sets out our commitments to enable positive outcomes for our employees and customers.
- 1.3 Our Recruitment and Selection Policy will adhere to our statutory and regulatory duties, including Care Inspectorate Safer Recruitment Standards, the SSSC Code of Practice and Complying with the Public Services Reform (Scotland) Act 2010.
- 1.4 This policy will operate in accordance with equality legislation and ensure equal opportunities for all. Managers embracing these principles will support Hanover as an organisation to appoint successful candidates based on individual merit and have fair practices in place.

2. Policy Scope

- 2.1 This policy covers all current employees and candidates for employment with Hanover including those for temporary, fixed term or permanent position/s. The policy covers all internal and external recruitment.
- 2.2 Our Care Services are committed to safeguarding and promoting the welfare of protected adults, and this forms the cornerstone of this policy.

3. Policy statement

- 3.1 Hanover is committed to ensuring that there is no discrimination at any stage of the recruitment process or in the terms and conditions offered to candidates, or anyone who is internally recruited. Hanover will ensure that equal opportunity practices are embedded in all recruitment and selection practices.
- 3.2 Hanover will regularly monitor and report on the composition of its workforce to identify areas that may need positive action measures to promote equal opportunity and diversity, this will be fed into the work done by the equality, diversity and inclusion group.

4. Responsibilities

Manager Responsibilities

- 4.1 The manager will normally be the chair of the recruitment panel and will:
 - Ensure that new posts have been authorised formally and that supporting documentation and budget is available to confirm this,
 - Liaise with the HR team regarding the recruitment process,
 - Co-ordinate the recruitment panel in the shortlisting process,

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- Ensure that Care Inspectorate Safer Recruitment Standards are adhered to in respect of recruitment
- Ensure that the necessary recruitment documentation is fully completed and returned to the HR team, including verified right to work documentation (verified in-person),
- Provide feedback to the unsuccessful candidates interviewed,
- Ensure induction is planned and implemented in respect of recruits,
- Ensure that requested feedback is supplied to the HR team for monitoring and evaluation.

HR & OD Responsibilities

4.2 The HR team will:

- Work in partnership with all managers and provide support and advice where necessary,
- Provide advice and guidance to all employees and potential employees in relation to the recruitment and selection process,
- Check that the post has been job evaluated as applicable,
- Check the Redeployment Register for potential matches prior to commencing any external recruitment,
- Ensure the post is advertised in a timely and cost-effective manner via the applicant tracking system,
- Carry out the pre-employment checks,
- Ensure that SSSC safer Recruitment Standards are adhered to, prior to commencing employment
- Send out offers of employment, terms and conditions and associated paperwork,
- Work in partnership with the payroll team to authorise payment of employees via the HR Payroll system,
- Monitor that new employees have completed the Induction Programme,
- Monitor, evaluate and report key performance and success measures monthly.

5. Defining the role – job descriptions and person specifications

Job Description

- 5.1 **For all roles**, the job description will describe the duties, responsibilities, level of seniority and pay and benefits. For care and support roles, the job description should include the postholder's responsibility for promoting and safeguarding the rights and wellbeing of people they will be supporting.
- 5.2 **For care and support roles**, competencies will be frequently cross checked with regulatory codes, standards, and quality frameworks. The role should be defined in terms of the activities, behaviours, and attitudes needed to achieve positive outcomes for people experiencing care.

Person Specification

- 5.3 **For all roles**, the person specification will set out a profile for the specific role and the ideal candidate being sought. It will detail both the essential and desirable criteria to support candidate suitability and describe the required qualifications and training, as well as the knowledge, skills, and experience to perform the role competently and confidently.
- 5.4 **For care and support roles**, managers should consider if the person specification captures key considerations to support assessment of candidate suitability, this can include – but is not limited to – motivation to work within a regulated role, formation of appropriate boundaries and relationships with protected adults, ability to support customer claims and rights, emotional resilience, and maintaining a good care environment.

6. Advertising and shortlisting

- 6.1 Advertisements of roles will be clear, easy to read and understand. The advert will contain the job title, deliverables of the role and main contractual details including pay, location, and contract type. For regulated roles, whether any specific regulatory requirements apply including qualification, professional registration, and eligibility for PVG scheme membership as well as assessment methods and interview dates.
- 6.2 Hanover will from time to time use recruitment consultants to support recruitment of hard to fill roles and more senior roles where budget allows. A clear plan must be developed to ensure standards are met and our procedure is complied with.
- 6.3 All our job adverts shall be free from both direct and indirect discrimination and managers will work with the HR & OD team to ensure their adverts accurately reflect the job, are inclusive and reflective of Hanover values.
- 6.4 In respect of diversity, equality, and inclusion, our job adverts will use language that does not impose bias, assumptions or stereotyping toward communities and the protected characteristics as recognised by The Equality Act (2010).
- 6.5 Our adverts will make Hanover's commitments clear under its Disability Confident status with reasonable adjustments being offered for any candidates who declare a disability or disabilities and meet the minimum criteria for interview.

7. Interviews

- 7.1 The interview is the most common form of selection method used for roles across Hanover. The interview allows the panel to assess the candidate's suitability for the post by acquiring additional relevant information beyond that already contained in the application. It also allows the candidate the opportunity to further demonstrate their knowledge and skills as well as meeting the manager and asking questions about the role.

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- 7.2 At the interview stage, the interview process will be managed by a recruitment panel in the interests of ensuring fair and accountable practices and adherence to safer recruitment standards.
- 7.3 All interview panels should have diverse composition and at least two managers with one person assigned the role as Chair (normally the hiring manager).
- 7.4 A minimum of one member of the recruitment panel must have received recruitment and selection training. To support our equality, diversity and inclusion practices, the recruitment panel should be, where possible, as representative as possible and remain the same throughout the process. All panellists are responsible for fully participating in both the shortlisting and interviewing stages.

8. Assessment criteria

- 8.1 Hanover always aim to recruit the candidate who is most suited to each role and shares our values of showing **Respect**, being **Accountable**, supporting **Collaboration** and promoting **Inclusion**. We recruit solely based on the candidates' abilities and individual merit as measured against the predetermined criteria which includes our leadership competency framework and behaviours framework. For the job. Qualifications, experience and skills are assessed at the level that is relevant to the job.

9. Equality, diversity and inclusion

- 9.1 Hanover is committed to applying our Equality, Diversity and Inclusion Policy at all stages of recruitment and selection. We always carry out shortlisting, interviewing and selection without regard to a candidate's sex, gender identity, sexual orientation, marital or civil partnership status, skin colour, race, nationality, ethnic or national origins, religion or belief, age, pregnancy or maternity leave or trade union membership.
- 9.2 As part of the Disability Confident Accreditation, Hanover offer a guaranteed interview for candidates with disabilities and will never exclude any candidate with a disability unless the candidate is unable to perform a duty that is intrinsic to the role, having considered reasonable adjustments.
- 9.3 Hanover will ensure that equal opportunity practices are embedded in all recruitment and selection practices. This includes seeking continuous opportunities to support diverse communities and exploring ways that we can expand our reach, including employability schemes, supporting candidates with criminal convictions (where possible) and as a Young Person's Guarantee Employer with young people and care experienced young people.
- 9.4 The HR team is always available to provide guidance on reasonable adjustments.

10. References

- 10.1 Hanover ask every successful candidate to give their consent for us to obtain two written references and to provide us with documentary proof of qualifications or

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required memberships. Hanover is committed to following the Scottish Social Services Council (SSSC) Safer Recruitment Standards for regulated roles. Any offer of employment will be conditional on these requirements being satisfactory.

10.2 Our Recruitment and Selection Procedure sets out the standards we will follow in respect of references.

11. Right to work checks

11.1 Hanover only recruit individuals with a legal right to work in the UK. The requirement to provide evidence of the right to work in the UK applies to all new recruits, regardless of their race, nationality or ethnic or national origins.

11.2 All employees will be required to undertake an appropriate right to work check, regardless of their nationality, by reviewing appropriate original identification documentation, immigration documents or by accessing an online right to work check.

11.3 Employment of foreign nationals will be subject to the candidate providing the required original documents and Hanover being able to carry out a check on the Home Office online right to work checking service confirming the candidates right to do the work in question. To enable Hanover to conduct an online check, the candidate must have shared their right to work details using the Home Office prove your right to work to an employer online service. [Right to work checks: an employer's guide - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/right-to-work-checks-an-employers-guide)

12. Data protection

12.1 Hanover process all personal data collected during the recruitment process in accordance with our Data Protection Policy and our Employee Privacy Policy.

12.2 Hanover do not collect unnecessary personal data from candidates during the recruitment process. For example, we will only request bank account details and next-of-kin contact details from successful candidates. Data collected as part of the recruitment process is held securely and accessed by, and disclosed to, individuals only for the purposes of managing the recruitment exercise effectively to decide to whom to offer the job.

13. Monitoring & Evaluation

13.1 This procedure constitutes contractual terms and conditions. Hanover reserves the right to amend any provision of this procedure after appropriate consultation.

13.2 We will regularly evaluate this policy and accompanying procedure.

13.3 Recruitment KPIs will be collected and reported regularly to SMT.

14. Review

14.1 Hanover will review this policy every three years or earlier as required.