

RUN AN EFFECTIVE **RECRUITMENT** PROCESS



An effective recruitment process is critical in employing the right person for the job. It will allow you to attract a wide range of applicants and find out if their experience, knowledge and attitude will let them thrive in your business.

The recruitment process

The following key steps are involved in recruiting an employee:

- 1 Job analysis and clarification
- 2 Job description and selection criteria
- 3 Application and assessment methods
- 4 Advertising
- 5 Interviewing and selection
- 6 Appointment

Conduct a job analysis and clarify the role

A job analysis identifies the duties and responsibilities of the position. It forms the basis for all the assessment and selection decisions and will help you determine:

- the tasks to be performed in the job as well as any reporting arrangements;
- the skills, knowledge and attributes required to effectively do the role;
- new responsibilities that an employee will have as a result of business changes; and
- how the job contributes to your business goals.

Doing a job analysis may also identify an opportunity for an apprentice or trainee. For information about apprenticeships and traineeships contact **ApprentiCentre** on **13 19 54**.

Write an effective job description

The job description should define the requirements of the role and include practical information such as hours of work, location and salary. It should clearly outline the:

- skills required to perform the role;
- knowledge necessary to successfully complete the role; and
- characteristics or attributes required of an individual to contribute to your business.

You will need to determine the selection criteria to adequately and fairly assess the suitability of applicants as part of the recruitment process.

The job description also provides an excellent opportunity to sell the job and your business to potential applicants.

Application and assessment methods

Application methods include applicants providing one or more of the following to demonstrate their relevant qualifications, skills and experience:

- application letter;
- resume;
- statement addressing work requirements;
- references or referee reports; and
- job application form.

Avoid asking applicants to complete lengthy and time-consuming applications as this can deter good people from applying for the job.

Information gathered will need to be assessed to shortlist the best applicants. This can be done through tests, presentations, informal or structured interviews and reference checks.

Advertise the vacancy

Place your job advertisement where it will benefit you most. This can include recruitment websites, industry publications and print media.

Consider the following when advertising a vacancy:

- your advertisement should be realistic, honest and must not be discriminatory;
- clearly outline the job you are offering and the type of person you are looking for; and
- include the contact details of someone in your business that applicants can talk to about the vacancy.

Select the right person for the job

Once you have shortlisted the best applicants, decide on the method for assessing their suitability.

Depending on the nature of the job, you may choose a formal or informal interview. Other selection methods, in addition to an interview, can include:

- written applications;
- presentations;
- testing and work samples; and
- conducting reference checks.

Be consistent in your assessment of each applicant to ensure the process is fair and non-discriminatory, and that you can properly compare each applicant's skills, abilities and knowledge.

Prepare for the interview

It is important to prepare for an interview by thoroughly understanding the job description and selection criteria, and reviewing the applications in detail.

Interview questions should be based on the skills, knowledge and experience required for the job.

Ask questions that relate to:

- the type of work the applicant has performed previously;
- how the applicant obtained the skills and experience necessary for the position; and
- the applicant's capacity to successfully do the job.

Invite the applicant to ask questions about your business and the position offered.

Importantly, document and assess responses provided by the applicant against the selection criteria for the position.

Appoint the successful applicant

Information gathered and assessed against the selection criteria and via reference checks provides the basis for determining which person is best suited for the job.

Once a decision is made, contact the successful applicant promptly to ensure that they are still available to fill the position, and notify the unsuccessful applicants. A formal letter confirming the appointment should be sent, including a written offer of employment which sets out relevant terms and conditions such as remuneration.

Private sector employers, covered by the State industrial relations system, can find information on writing an employment contract at www.commerce.wa.gov.au/labour-relations

If you are an employer covered by the national system, visit www.fairwork.gov.au/awards-and-agreements/employment-contracts

Remember to support your new employee in contributing to your business by having an induction process in place. Also, make sure your business has the ability to fulfill all the benefits and work options advertised to the prospective employee during the recruitment process.

For more information, resources and practical tools to help you plan, attract, develop and retain a skilled workforce, visit:

www.workplace-essentials.dtwd.wa.gov.au



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