

USE SIMPLE, USER-FRIENDLY RECRUITMENT PROCESSES

RECRUITMENT

The NT Community Sector faces a potentially staggering recruitment challenge in the next decade – with 33% of our workforce eligible to retire sometime in the next few years and an additional 10.5% of our workforce identified as leaving the Community Sector workforce in the next five years for other reasons.

The Northern Territory recruitment market is already very competitive – in order to compete in this highly competitive market we must simplify and create efficient recruitment processes. We need to:

1. Strip away unnecessary steps in the recruitment process.
2. Provide managers and staff with structure and support to complete the task quickly and effectively.
3. Encourage managers and staff to recognise that recruitment is a priority in its own right and not something that is 'fitted in' after finishing their regular work.
4. Have flexible recruitment processes that can be modified to suit the role being recruited and are merit-based.

DID YOU KNOW?

77% of participants in the recent NT Community Sector interviews – especially medium and smaller organisations – felt overwhelmed by the time required to recruit new staff – they expressed concern about complex HR and IR issues.

Source: NT Community Sector Organisation Interviews 2007

A FEW OTHER CONSIDERATIONS:

- ★ Over-complicated and onerous application processes may deter some applicants, particularly the young or Indigenous candidates.
- ★ How useful is selection criteria...really? Some potential applicants are less likely to apply if they have to write a 'selection criteria essay' to even get past first base.
- ★ Non-profit Community Sector organisations typically use panel/board interviews. Certainly it can be accepted that "more heads are better than one" but panel interviews are not necessarily the most effective way to make an assessment. If you do choose to go with a panel interview, the panel should contain a maximum of 3 interviewers and have some gender balance.
- ★ Some applicants may "interview" much better than others and in some jobs "interviewing skills" may not be a very good indicator of performance success in the actual job.
- ★ Continually reassess and refine the criteria for your jobs - be really sure of what are the "essential" versus the "desirable" criteria.
- ★ Keep candidates informed of the progress of their application and advise them if they are not successful.
- ★ From the candidate's perspective, the recruitment process provides an insight into what it might be like to work for the organisation.

CONSIDER USING SOME OF THESE SAMPLE QUESTIONS IN YOUR NEXT INTERVIEW:

- ★ What is your motivation for wanting to take on this role?
- ★ What would you hope to achieve by the end of your first six months?
- ★ What are the most difficult things you might expect to tackle in this role?
- ★ What are your short-term goals and objectives?
- ★ We all have made decisions that turned out to be mistakes. Describe some work decisions you have made that you wish you could rethink.
- ★ What qualities do you admire most in people?
- ★ What types of people do you prefer to work with? Which kinds of people do you like working with the least? Why?
- ★ Give me an example of a time when you worked within a team. What was your role within the team? Were you effective?
- ★ How would you describe your ideal job?
- ★ Tell me about a time when everything around you was going wrong. How did you deal with the situation?
- ★ What do you think it takes to be successful in this career?
- ★ What accomplishments have given you the most satisfaction in your life?

RECRUIT FOR ATTITUDE

The biggest mistake managers make during the recruitment process is they recruit only based upon skills and experience. But you can teach skills and you can obtain experience. What you can't teach or obtain is the right attitude.

James Adonis – The 4 Key Elements of Employee Engagement

THE IMPORTANCE OF JOB DESCRIPTIONS

Busy managers often hastily prepare a job description, don't update previous ones, and sometimes even recruit people without having one in place. The end result is a lack of clarity for the employee in terms of what he/she is meant to be doing at work.

A well-prepared job description outlines the position title and where this fits within the organisation's structure. It also details duties and responsibilities, qualifications and experience (if required), reporting lines, the purpose of the position and other preferences such as flexibility, hours and character traits.