

RECRUITMENT AND SELECTION POLICY

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The Preferred Hospital for Local People

RECRUITMENT AND SELECTION POLICY

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1 INTRODUCTION

1.1 Scope

The Trust recognises that effective recruitment and selection practices are fundamental to its future success and that good selection can lead to better patient care, higher morale, lower turnover of staff and lower rates of absenteeism.

This policy is designed to assist managers to get the best candidates for their vacancies and to fill vacancies within a reasonable timescale at a reasonable cost; all within best practice, following employment legislation, NHS standards and the Trusts Single Equality Scheme (SES)

Medical Staffing appointments may be subject to additional guidelines and specialist advice should be sought from Human Resources.

All appointments must be made in accordance with this policy and would therefore, be subject to approval, advertisement, short listing, interview and employment checks as below. Any exceptions to the policy must be agreed with Human Resources in advance.

The Trust will always ensure all employees, temporary or permanent have been fully vetted and all the necessary mandatory NHS Employment Checks are completed prior to commencing work at the Trust.

When employing temporary or casual staff the principles of good practice outlined in this policy should be followed.

1.2 Equal Opportunities

All recruitment activity is to be in accordance with the Trusts Diversity and Equality of Opportunity Policy and the Trust Retirement Policy. The Trust is proud to be a part of the Two Ticks Employer scheme which guarantees an interview for all suitably qualified disabled applicants.

1.3 Objectives

The objectives of the recruitment and selection policy are:

- To recruit and retain skilled people to enable the Trust to achieve its aims and values.
- To ensure effective, consistent and fair practice by the provision of clear guidelines.
- To ensure there is equality of opportunity for existing and prospective staff and to ensure there is no less favourable treatment of applicants.
- To ensure recruiting managers are competent to fulfil their obligations within the policy

and wherever possible have undergone relevant training.

1.4 Roles and Responsibilities

It is the responsibility of each Head of Department/Division to ensure that this policy is carefully followed within their areas of responsibility; making sure their staff and in particular recruiting Managers aware of the obligation to familiarise themselves with and follow this policy.

Managers have a specific responsibility to ensure that any new employee has been properly recruited in accordance with this policy and in particular all pre employment checks have been made such that they are satisfied that the employee is safe to practice.

Managers must also fully utilise the available technology to assist with the process of recruitment for example fully using the capabilities of NHS Jobs.

Human Resources will lead and be responsible for ensuring all technological and procedural aspects of the recruitment process as described in this policy are properly implemented and that managers are fully supported during the recruitment process.

Please see Appendix 3 for Process Maps that states the recruitment process and the roles and responsibilities of individuals.

2 RECRUITING THE RIGHT RESOURCE

2.1 Selecting the most appropriate resource for your vacancy

Workforce planning activity undertaken by the Division or Departments will show any intended changes in skill mix or any other significant organisational change and development. However it is also recognised that the dynamic climate of the NHS may create unforeseen opportunities.

2.2 Approvals Procedure

All recruitment whether permanently or temporarily requires approval via the HR1 Form.

The Recruiting Manager completes the HR1 Form in the context of current resourcing plans and any additional information with the aim of determining how best to fill the vacancy. The recruiting manager as part of the HR1 form will be required to carry out the 6 point test. The 6 point test looks at the potential of making a financial saving and is as follows:

- Decommission and Absorb Duties (Yes/No)
- Reduce Hours (Yes/No)
- Reduce Banding (Yes/No)

- Appoint Fixed Term (Yes/No)
- Defer Appointment (Yes/No)
- Add to duties and downsize elsewhere (Yes/No)

Once the HR1 form has been completed and the 6 point test has been carried out it then requires the Divisional Managers signature.

Once completed the HR1 form is sent to Management Accounts for financial approval. When approval is given Management Accounts or the Recruiting Manager will send it through to HR who prepares vacancies to go through to the weekly Vacancy Scrutiny Panel. The Panel sits on a Tuesday morning. The HR1 form must be submitted by Midday on the Monday.

The Vacancy Scrutiny Panel meets weekly and considers all requests received. All outcomes, whether approved or not, are communicated to Recruiting Managers on the same day of the Scrutiny Panel.

2.3 Advertising

The aim of advertising is to attract the right pool of suitably qualified candidates from which to make a selection. When completing the HR1 form Managers will include core information about the vacancy. Allowing the advert to be advertised by the HR team as soon as possible once the vacancy has been approved. Additionally they should ensure they attach:

- A Job Description
- A Person Specification
- Advert wording

The draft advert wording will be tailored to the level of applicant targeted and using available guidance and ensuring compliance with Trust Policy and specifically Equality legislation. It will contain a brief summary of main tasks and responsibilities from the job description and qualifications, minimum skill requirements from the person specification. All advertisements will automatically have added the Trust statement on early closing of adverts, equal opportunities, RA information and our approach to flexible working.

Managers can seek support from Human Resources in completing the advertisement proforma (part of HR Form 1) and discuss early on an advertising strategy if they are recruiting for a shortage skill area.

Generally, the policy is that all vacancies will be advertised using NHS Jobs which can be accessed worldwide and is cost-free. If the advert proves unsuccessful, then the manager should contact

Human Resources to discuss extending the advertisement and or looking at alternative methods. The additional cost of recruiting to the vacancy must be considered at this stage and alternative methods used for which additional cost is incurred must be borne by the Department.

All vacancies will be advertised except in the following circumstances:

- Where staff are identified as 'at risk' and a suitable vacancy arises for redeployment.
- Where staff are on the redeployment register due to health reasons and a suitable vacancy arises for redeployment.
- Where a temporary secondment opportunity is identified which meets the needs of the Trust and the personal development needs of an individual employee.

3 SELECTION

3.1 Short-listing

When the vacancy has closed, Human Resources will notify the Line Manager (or Panel) via NHS Jobs and the Manager will access NHS Jobs to see all the applicants for their vacancy; to review the application forms and select those applicants they wish to shortlist for interview.

Where there are 'paper' applicants who have not been able to apply online, HR will provide a hard copy to the Line Manager to consider as part of the short listing.

The Line Manager will only have access to relevant information about candidates that enables them to short-list based upon the applicant's ability to do the job.

Once the Manager has short-listed and alerted HR. HR will invite short-listed applicants to interview and inform those applicants not short listed via NHS Jobs.

Managers must use objective selection criteria and will therefore use the person specification and any additional relevant criteria e.g. well reasoned and completed application form in their short listing decisions. This will have the added benefit that feedback may also be given to unsuccessful applicants.

3.2 Interviews

When applicants are invited to interview via NHS Jobs, they may also be given details of the selection process e.g. interview followed by a presentation or test to be administered as part of the interview process.

Interview panels must always consist of at least 2 members of staff, one of whom should be the appointing manager. The composition of the panel should be designed to ensure the suitability of the applicants is properly and thoroughly assessed. There are some specific legislative requirements around interview panels for substantive medical appointments and Human Resources will ensure these requirements are met as part of arranging interviews for these posts.

Human Resources will provide an interview pack for the Line Manager consisting of hard copies of the application forms, details of attendees, interview times and interview record sheets.

All applicants will report to the Human Resources Team on arrival and prior to the interview. HR will ensure that copies of documents are taken to meet NHS Mandatory Employment checks and meet identification requirements for Registration Authority (Producing of Smartcard). Only RA agents are allowed to verify identification. Once identification has been verified a photo of the candidate will be taken. Only the successful candidate's picture will be kept. The picture will be used for the new employees Smartcard if required. The picture will be stored in a secure shared folder. Human Resources, PGMDEC, RA Manager and Facilities will have access to this folder. This will allow the picture to be used for ID badges and other requirements.

During the interview Line Managers will:

- Check the applicants ability to match the person specification
- Cover any unexplained gaps in employment
- Confirm the applicant understands the reasons for the required declaration around any previous criminal records
- Confirmed any other legal requirements for the post including a valid driving license if this is a requirement.

Interview Panel members should meet before the interview to prepare suitable questions. Interviewers should work to a structure of questions to assess the applicants against the criteria listed in the person specification and in the case of panel interviews; each interviewer should identify the questions that they will ask the applicants. Panel members should also consider any reasonable adjustments for any of the applicants who may have a disability.

The interview panel must not ask any questions relating to applicants personal circumstances. However if an applicant refers to their personal circumstances then the panel may respond but should be aware that the emphasis is on the candidates capability to perform the duties of the job.

The panel must also be aware that from the 1st October 2010 the Equality Act 2010 came into force. This makes asking questions about the health status of an individual applying for a post illegal until after they have been made a conditional offer letter.

Structured interviews ensure that the same areas are covered for all applicants and the interview is job related. The Panel should probe responses as necessary so that they are satisfied with the information given. Applicants' answers should be recorded and scored (see Appendix 1) so that an objective decision is made regarding the most suitable applicant. The opportunity should always be given to applicants to ask questions about the job for which they are applying, the terms and conditions which would apply and the organisation as a whole. As such, Line Managers should ensure they have information to hand where possible. This will facilitate all parties having all the information they need from interview to either make a decision to offer or accept an offer of a post. Applicants should always be given an indication of the timescales involved in the recruitment process, how they will be notified of the outcome and in particular the need for any conditions to an offer of a post e.g. Occupational Health Report, Criminal Records Bureau report, references if these have not been obtained.

After the interview the Interview Panel will return all the paperwork to HR along with the HR4 Form declaring the successful candidate. Please note on the HR4 to identify if the person requires a Smartcard. If unsure whether the candidate needs a Smartcard contact the QEH RA Manager. It is essential.

3.3 Interview expenses

It is exceptional to provide interview expenses for either successful or unsuccessful interviewees. Where it is exceptionally agreed to recompense applicants, this will be funded by the Line Manager's budget and will not exceed £150. Where an applicant is moving into the area, they may be eligible for assistance with the cost of relocation. Managers should check the eligibility criteria and approvals required in the Trust Relocation Expenses Policy prior to responding to an enquiry. For medical appointments, please contact Medical Staffing where there are specific entitlements dependant upon position and grade.

4 EMPLOYMENT OFFERS

After interview, Line Managers will wish to make a verbal <u>conditional</u> offer of employment as quickly as possible and to avoid the chance of applicants accepting alternative offers form other employers.

A <u>conditional</u> offer is subject to satisfactory Mandatory NHS employment checks and the Recruiting Manager must take care to ensure the applicant doesn't resign their current role until HR on behalf of the Trust has received what it considers to be satisfactory employment checks. The Trust may subsequently withdraw an offer where satisfactory employment checks have not been received.

When an offer of employment is made to one candidate, the other candidates should also be informed they have been unsuccessful and that feedback on why they were unsuccessful is available from the Recruiting Manager. Where a conditional offer is made to one applicant the Manager may wish to hold another suitable applicant in 'reserve'.

At the point in time when a conditional offer has been made Human Resources will create a new personal file and this will include copies and or originals of the following:

- Completed Interview and appointment checklist
- Application form
- Copies of certificates/qualifications necessary for the post/professional registration details
- Copies of identification/ work permit/ visas
- References
- Occupational Health Clearance Form
- CRB Clearance Form
- P2 new starter form
- Copy of contract

5 PRE EMPLOYMENT CHECKS FOR ALL EMPLOYEES

5.1 References

In summary and as part of the NHS Mandatory Employment Checks the Trust will take up written References for all applicants covering the last three years of employment and/or training and from two separate employers. When an individual has been with the trust for 3 years or more, one reference from the line manager may be sufficient.

In the case of someone who has never been employed, a reference can be supplied from the candidate's school or college or from a responsible person in the community.

Further details of disclosure of references are to be found in the Trust References Policy which all managers should make themselves familiar with.

5.2 Right to work in the UK/ Identification Check

The NHS Mandatory Employment Checks and the Asylum and Immigration Act 1996 require the Trust to ensure that all new employees are eligible to be employed in the UK by seeing an original copy of relevant documentation (listed in Appendix 2). Failure to do this prior to employing an individual is a criminal offence. <u>All</u> short listed applicants are requested to bring their identification documents. Only original documents are acceptable.

In addition, Human Resources will not issue an employment contract until the necessary proofs of the employees' eligibility to work in the UK have been reviewed and confirmed as valid.

If a Manager has interviewed an applicant who is not a British Citizen or a citizen of a European Economic Area Country or otherwise has the right of abode here, we would need to apply for a work permit if we wished to appoint them. The Home Office will only issue a work permit if we can prove it has not been possible to recruit from the UK/EEA. Please contact the Human Resources department if you wish to interview/select an applicant who will need a work permit. Once a work permit is issued, Human Resources will monitor the expiry dates of the work permits via ESR to ensure legal compliance is maintained.

5.3 Criminal Records Bureau (CRB) Checks

In accordance with the Trust CRB policy, all new employees to certain posts and employees moving to those posts within the Trust will be required to undergo a CRB check. Human Resources will accept CRB checks that have been carried out within the last 6 months. Exceptions apply for medical staff please see CRB Policy for more details.

Although having a criminal record is not a bar to employment, the Trust will not employ individuals who have been formally disqualified from working with children or vulnerable adults. In all other cases, the Trust will consider each case on its merits using criteria set out in the Trust CRB Policy. Human Resources will be responsible for ensuring the CRB checks are carried out. In addition the Manager is responsible for crosschecking in the personal file for the new starter that this has occurred and that there is a CRB clearance form in the personal file.

5.4 Professional Registration

Where an applicant has applied for a post which requires professional registration with a professional body, then the status of their membership will be checked directly with the relevant professional body. For health professionals, verifying professional registration negates the need to verify qualifications separately.

HR will check successful applicants to ensure they are appropriately registered prior to them

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commencing work.

By using the General Medical Council website, the Nursing and Midwifery Council website, the Health Professions Council website or the Royal Pharmaceutical Society Great Britain website; managers can check the registration status of applicants and identify if there are any conditions of practice.

For non-health professionals, key qualifications and membership of professional bodies should be verified separately e.g. MSc in HRM and Membership of the CIPD are not connected. This is should be confirmed by taking copies of certificates at and checking with the appropriate professional body prior to the successful applicant commencing work.

Further details of ongoing checks can be found in the Policy on Organisational Checks on Professional Registration.

5.5 Alert Notices

The Trust complies with the recently updated guidance on alert notices as detailed on the 'Healthcare Professional Alert Notices Directions 2006'. Until an electronic system is in place for recording alerts nationally, the Trust received and holds details of alerts in paper form within Human Resources. Prior to issuing contracts of employment, all new and existing employees are checked by Human Resources staff against the alerts that are in place to ensure the employee is not the subject of a current alert.

In addition, as all alerts should also be referred to the appropriate regulatory professional body, when registration checks are made by managers prior to interview and again prior to employment, this two pronged approach ensures that those applicants who are interviewed and selected are appropriately qualified and not the subject of an NHS alert.

5.6 Occupational Health Clearance

From the 1st October 2010 the Equality Act 2010 came into force. This makes asking questions about the health status of an individual applying for a post illegal until after they have been made a conditional offer letter. Once the conditional offer has been made HR will follow the necessary process depending on job role the applicant is being recruited to.

If a Health Questionnaire is sent to the applicant, the contents of this health questionnaire are confidential between OH & the prospective employee and under no circumstances should be read by the manager or member of their team.

Depending on the job role of applicant they may not be able to commence work for the Trust without having been cleared as fit to work by Occupational Health. If this were to happen it would be considered a very serious breach of Trust policy and potentially dangerous to both patients and the employee.

Human Resources will contact the manager to let them know when all the pre-employment checks are complete and agree a start date for the contract of employment.

6 COMMENCING EMPLOYMENT

6.1 Salary

The Trust's policy is that the starting salary for a new employee would normally be on the bottom of the Band. However an applicant may start on a higher point than the bottom of the band. Relevant documentation would have been presented to approve this. For example the new employee producing their last 3 payslips.

6.2 **Joining Process**

Producing a Smartcard

For all new employees HR will take responsibility of producing a Smartcard. The card will be produced on the employees first day, an appointment will be arranged by HR with the candidate prior to them starting. Please note that HR only deal with the new starters after this point all issues regarding Smartcards please contact the ICT Helpdesk.

General Issues

The Manager must ensure all practical arrangements are considered and plans made to welcome the new employee including

- If accommodation has been offered ensure the new employee is advised of the booking arrangement in advance
- Where uniforms are worn, arrangements for the collection of these are made.
- Arrangements are in place for the new employee to attend the Trust Induction
- To be met on the first day in the department/ward and that a departmental induction has been arranged
- Completion with the new employee the P2 new starter form and return relevant copies to Human Resources and Payroll to ensure the new employee is paid appropriately
- To once again confirm that the employees professional registration is up to date and note when it should be renewed for ongoing monitoring

• Ensure the pre-employment checks were all satisfactorily completed.

The trust considers these issues a very important part of the recruitment process and it is the manager's responsibility to ensure a positive first impression is made n the new employee.

6.3 Ensuring safe employees on an ongoing basis

It is a contractual requirement of all employees to alert their Manager of any criminal conviction as an employee, including any driving offences. Any convictions gained by existing employees are to be referred to Human Resources to ensure the employment relationship is still appropriate. Ongoing registration and fitness to practice is discussed further in the Policy for Organisational Checks on Professional Registration. Employees who do not have permanent entitlement to reside and work in the UK are monitored in Human Resources. Where an entitlement is due to expire, Human Resources will contact the Manager of the employee to ensure the Trust remains compliant with Immigration law.

7 MONITORING AND EFFECTIVENESS

The Monitoring of the recruitment process is audited randomly and the processes and requirements of both Human Resources and the relevant Manager are checked for completeness by a member of HR.

Every new starters file is checked before being sent to the manager. The recruitment time of every vacancy is monitored and analysed monthly.

Human Resources will be responsible for gathering performance indicators and using them to evaluate the effectiveness of this policy.

8 EQUALITY IMPACT ASSESSMENT

Please see Appendix 3 for completed Equality Impact Assessment

APPENDIX 1

Score sheet based on Person Specification for Interviewing Purposes Score Sheet based on Person Specification for interviewing purposes

Criteria	Score Out of 5	
Professional appearance		
General Personality		
Presentation skills (if applicable)		
Interpersonal Communication skills		
Responses to 'open' & 'scenario' questions		
Motivation / Commitment		
Team Player		
Professional Knowledge		
Proven Track Record		
Credibility		
Candidate asked about any convictions		
Candidate asked about any special needs		

ESTABLISHING IDENTITY

NHS Organisations must carry out verification of identity checks for the appointment and ongoing employment of all individuals in the NHS. NHS Employers has developed the employment check standards to include those checks that are required by law, by Department of Health policy and those that are required for access to the NHS Care Records Service.

Only those documents listed are acceptable. All documents must be originals. Photocopies are not acceptable.

There are two main routes to establishing a person's identity. These require the presentation of at least 3 documents at the face-to-face registration meeting.

You will need to provide either of these two combinations:

- Two forms of photographic personal ID and one document confirming your postal address or
- One form of photographic personal ID and two documents confirming your postal address

Acceptable Photographic Personal ID

- Current valid UK (Channel Islands, Isle of Man or Irish) passport or EU/other nationalities passport. Passports of non-EU nationals must contain a current UK stamp, a current UK visa or a current UK residence permit showing the immigration status of the holder in the UK
- Current UK or EU/other nationalities photo-card driving licence. Must include paper counterpart. (providing the person checking is confident that any non-UK photo-card driving licence is bona fide)
- A national ID card and/or other valid documentation relating to immigration status and permission to work

Acceptable Documents to Confirm Address

To confirm postal address, the following documents are acceptable (Note: the postal addresses must be the same on all documents presented and PO box addresses are not acceptable):

- Recent utility bill (gas, electricity, water or landline telephone) not more than three months old or a certificate from a supplier of those utilities confirming the arrangement to pay for the services on pre-payment terms. Note: Utility bills in joint names are acceptable. Mobile telephone bills are not acceptable as they can be sent to different postal addresses. Document should be less than 3 months old
- Local authority tax bill. Document should be less than 12 months old
- Current UK photo-card driving licence (if not already presented as a photographic personal ID document) or old-style driving licence. Must include paper counterpart
- Bank, building society, credit card or credit union statement or passbook containing current postal address. Document should be less than 3 months old
- Most recent mortgage statement. Must be within the last 12 months and from a recognised lender
- Current local council rent card or tenancy agreement. Document should be less than 3 months old.
- Current benefit book or card or original notification letter from the Department of Work and Pensions confirming the rights to benefit. Document should be less than 12 months old
- Confirmation from an electoral register search that a person of that name lives at the claimed address. Document should be less than 3 months old
- UK Court claim form. Document should be less than 12 months old
- Insurance Certificate. Document should be less than 12 months old
- TV License. Document should be less than 12 months old

If you do not have acceptable photographic personal ID, please refer to the next page,

ESTABLISHING IDENTITY - No Photo ID

If no acceptable photographic personal ID is available, then you must present:

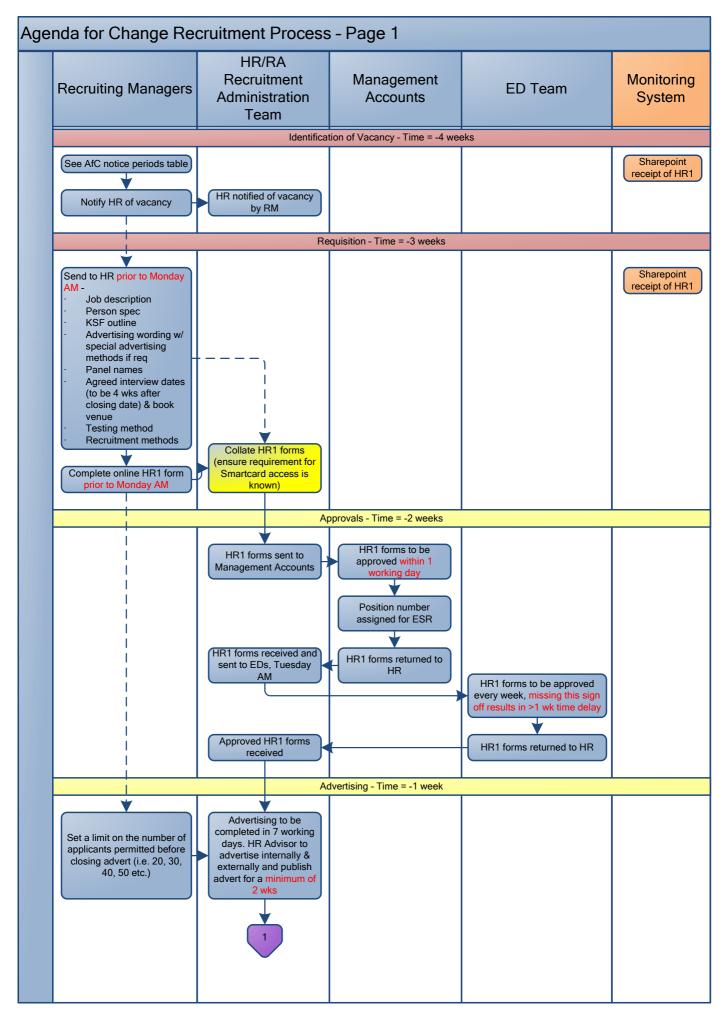
- 2 personal identification documents (from the list below)
- 2 documents to confirm your postal address (from the Acceptable Documents to confirm address list above) the personal identification documents and documents to confirm postal address must all be from a different source.
- PLUS a Passport sized photo and a signed statement.
- The passport-sized photograph of yourself, should be endorsed on the back with the signature of a 'person of standing' who has known you for at least 3 years
- The signed statement from the 'person of standing' should include their name, address, telephone number and indicating the period of time they have known you

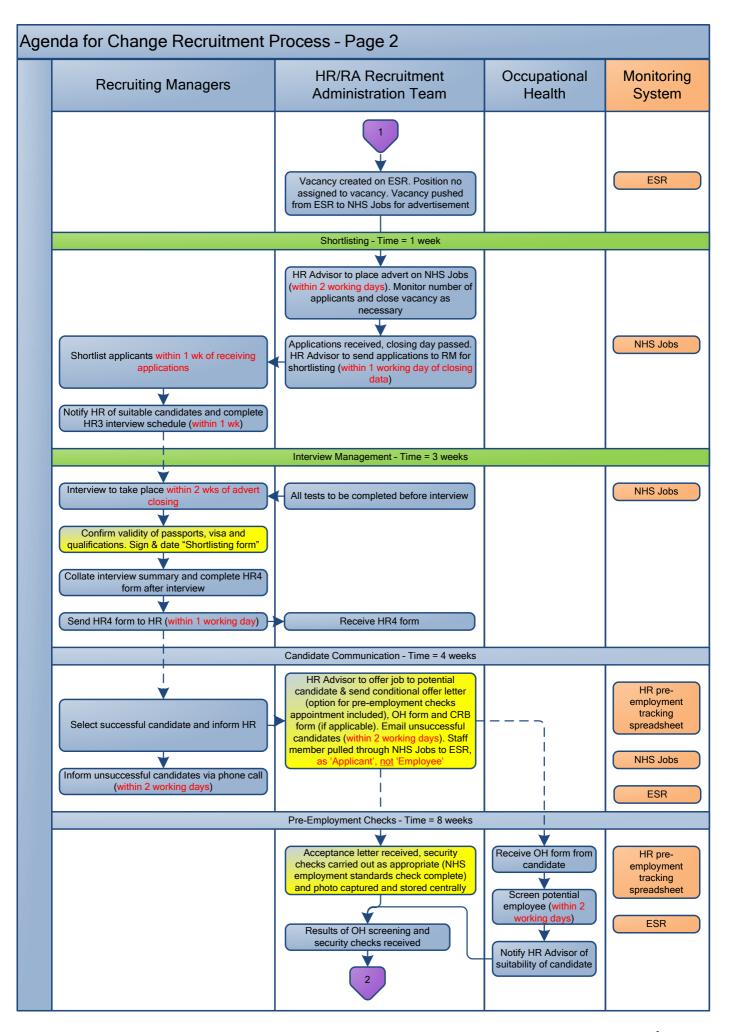
A 'person of standing' could be a magistrate, medical practitioner, officer of the armed forces, teacher, lecturer, lawyer, bank manager or civil servant.

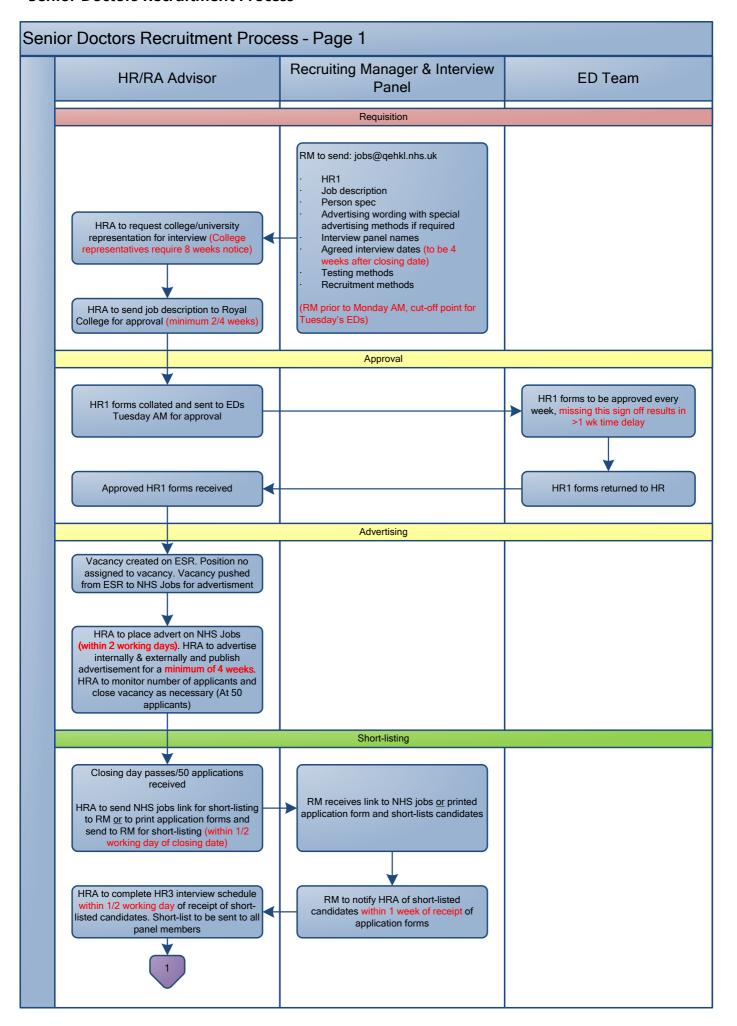
Acceptable Non-photographic Personal ID (2 from this list)

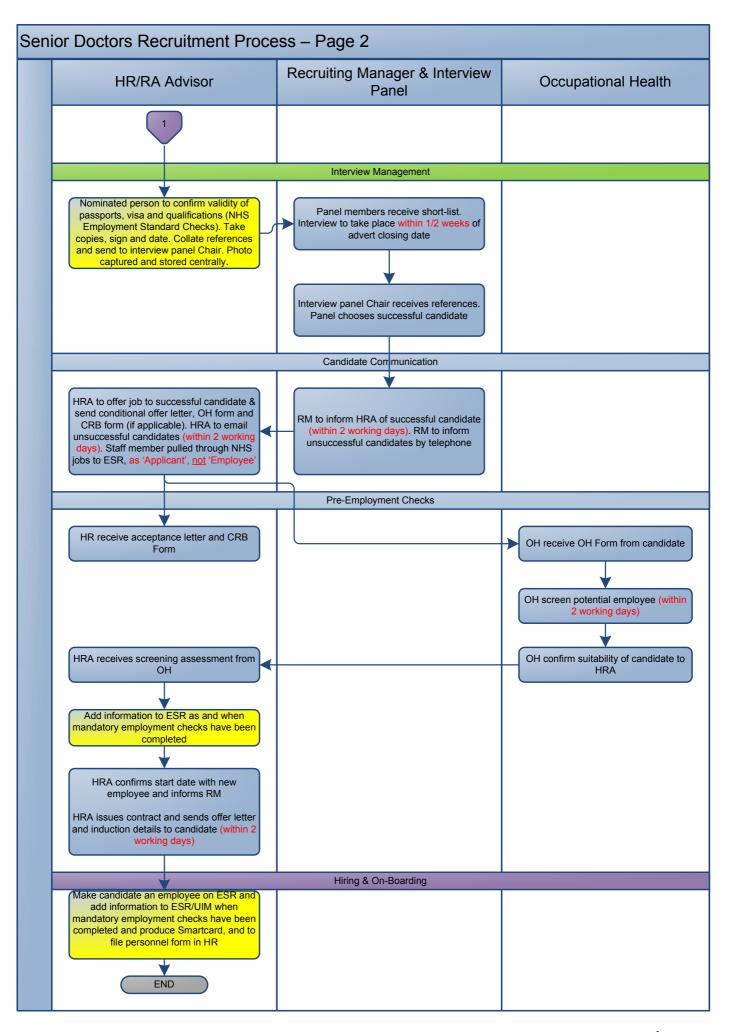
- Full UK birth certificate
- Current full driving licence (old version) old style provisional driving licenses are not acceptable
- Residence permit issued by Home Office to EU Nationals on inspection of own-country passport
- Adoption certificate
- Marriage / civil partnership certificate
- Divorce or annulment papers
- Police registration document
- Certificate of employment in HM Forces
- Current benefit book or card or original notification letter from the Department of Work and Pensions confirming legal right to benefit
- Most recent tax notification from HM Revenue and Customs (formerly Inland Revenue)
- Current firearms certificate
- Application Registration Card issued to people seeking asylum in the UK (or previously issued standard acknowledgement letters, SAL1 or SAL2 forms)
- GV3 form issued to people who want to travel in the UK without valid travel documents
- Home Office letter IS KOS EX or KOS EX2
- building industry sub-contractor's certificate issued by HM Revenue and Customs (formerly Inland Revenue)
- Grant Letter or Student Loan Agreement from a local education authority

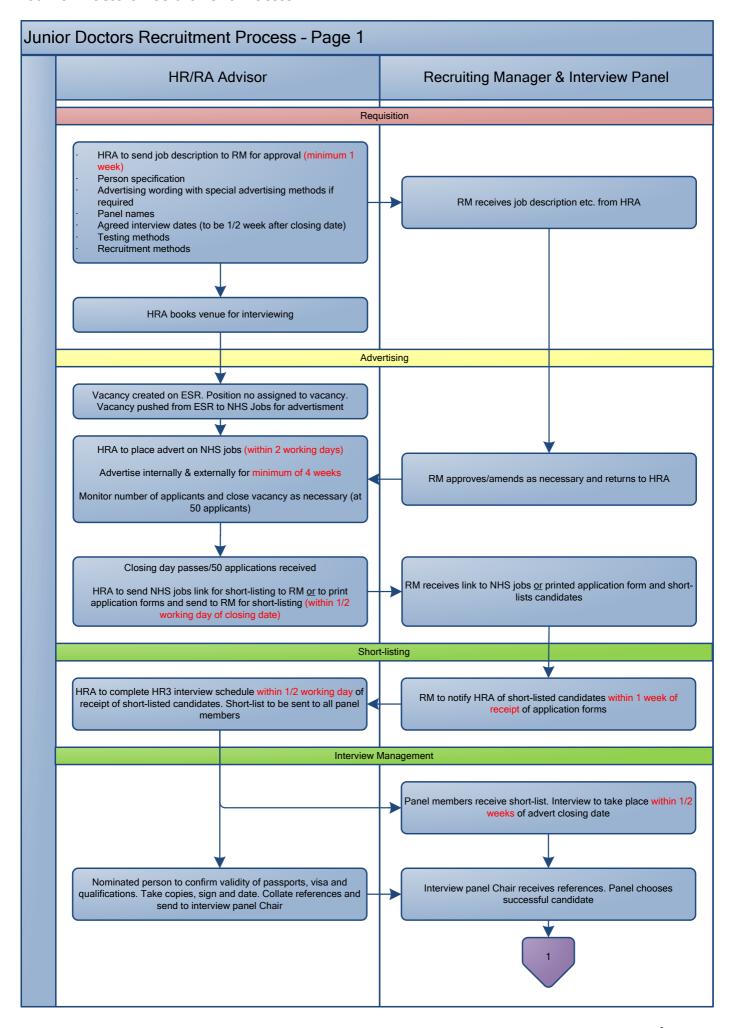
Process Maps Appendix 3

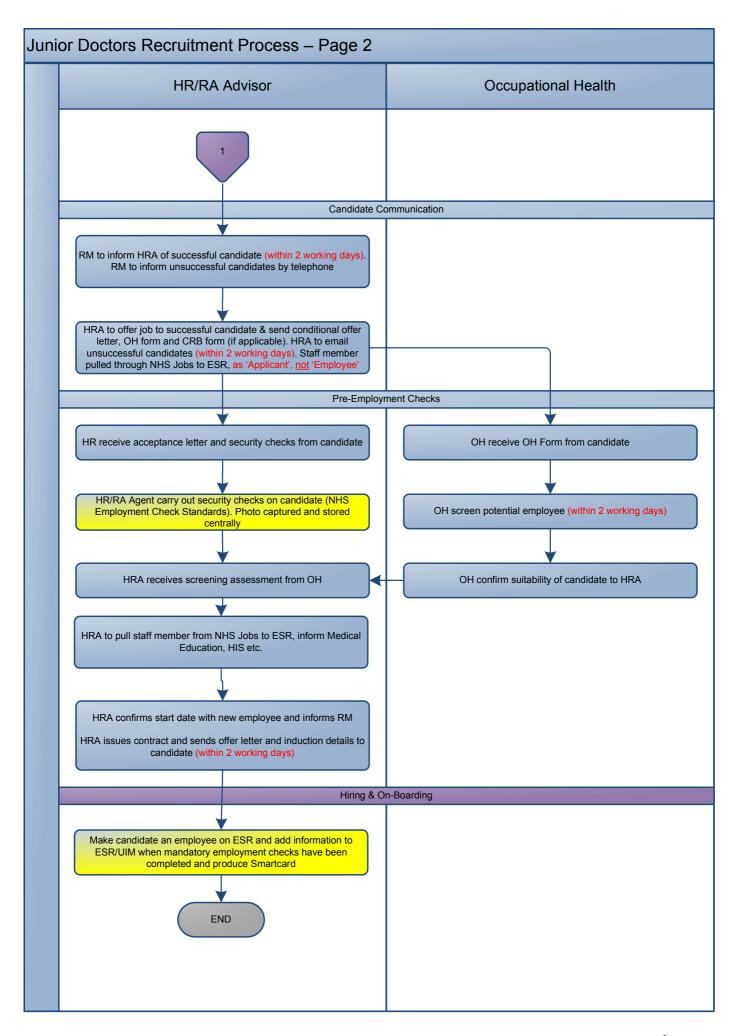












Name & Job Title of Assessor: Claire Matthews, Assistant Director of HR	Date of screening: February 2011			
Policy or Function to be assessed: Recruitment and Selection Policy				

		Yes/No	Comments
1.	Does the policy, function, service or project affect one group more or less favourably than another on the basis of:	No	This policy equally applies to all.
	Race & Ethnic background	No	
	Ethnic origins (including gypsies and travellers)	No	
	Gender including transgender	No	
	Disability	No	
	Religion or belief	No	
	Sexual orientation	No	The policy actively covers all the groups referred to in this EIA Tool.
	Age	No	The above are general comments and do not refer specifically to the factor aligned
2.	Does the public have a perception/concern regarding the potential for discrimination?	No	There is no known reason for the public to have any concerns re this policy

If the answer to any of the questions above is yes, please complete a full Stage 2 Equality Impact Assessment.

Signature of Assessor: Claire Matthews, Assistant Director of HR

Date: February 2011

Signature of Line Manager: lan Vince, Deputy Director of HR & OD

Date: February 2011

RECRUITMENT AND SELECTION POLICY – KEY CHANGES

- 1. Approvals Procedure (Vacancy Scrutiny Panel)
- 2. Interviewers/Managers will no longer be required to take copies of Identification and qualifications on the day of interviews. On the day of interview HR will meet and verify the applicant to the Mandatory NHS Pre Employment Checks.
- 3. Once identification has been verified a photo of the candidate will be taken. Only the successful candidate's picture will be kept. The picture will be used for the new employees Smartcard if required. The picture will be stored in a secure shared folder. Human Resources, PGMDEC, RA Manager and Facilities will have access to this folder. This will allow the picture to be used for ID badges and other requirements.
- 4. On the Invite to Interview via NHS Jobs, guidance will be given to candidates on the production of Identity and Qualification Documents
- 5. On the Invite to Interview via NHS Jobs, candidates will be asked to report to the HR Office prior to Interview
- 6. On the HR4 form a manager will be required to state if the successful candidate requires a smartcard. If unsure whether the candidate needs a Smartcard contact the QEH RA Manager.
- 7. When an individual has been with the trust for 3 years or more, one reference from the line manager may be sufficient.
- 8. Salary 6.1
- 9. Producing a Smartcard For all new employees HR will take responsibility of producing a Smartcard. The card will be produced on the employees first day. An appointment will be arranged by HR with the candidate prior to them starting. Please note that HR only deal with the new starters, after this point all issues regarding Smartcards please contact the ICT Helpdesk.
- 10. Every new starters file is checked before being sent to the manager. The recruitment time of every vacancy is monitored and analysed monthly.