

Selection & Recruitment Policy

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1. INTRODUCTION

Rosehill Housing Co-operative Limited (Rosehill, we, us etc.) seeks to hire only the best candidates for appointments. We conduct business following the spirit and the intent of Equal Opportunities legislation and strive to maintain a diverse staff. We encourage excellence at all levels in our organisation and are not influenced by age, disability, gender reassignment, marriage & civil partnership, pregnancy and maternity, race (including colour, nationality ethnic or national origins and citizenship), religion/belief, sex and sexual orientation nor any other factor irrelevant to job performance.

The Staffing Sub-Committee has overall responsibility for the recruitment and selection of staff, except in relation to the posts of Director and Depute Director where overall responsibility rests with the Management Committee, but has delegated substantial powers and responsibility to the Director and Depute Director as set out in this policy.

2. THE AIMS OF THIS PROCEDURE

This procedure is designed to ensure that all job applicants are treated equally, fairly and in strict accordance with our Diversity Policy and equal opportunities legislation.

This procedure will be adhered to by committee members and senior staff involved in the recruitment and selection process.

In accordance with the need for transparency and fairness, senior staff and committee members involved in this process must declare if they are related to any job applicants. Anyone in such a position must take no part in this process. Further guidance on this can be found in our Codes of Conduct for Staff and for Committee members at Declaring and Managing Personal Interests.

We may enter into a contract of employment with a close relative of an employee or former employee, provided that there is no direct or indirect line management responsibility involving an existing employee and a close relative. For all appointments at or above grade SM1, where a close relative of a member of staff is being interviewed, Employers in Voluntary Housing will be asked to participate in the recruitment process as an independent body. However, the decision to employ such a person must be made by the Management Committee, this policy must be strictly adhered to and such adherence must be demonstrated to the satisfaction of the Committee. Any decision to employ will be recorded.

3. THE PROCEDURE

3.1 First Steps

When a job becomes vacant, or a new post is created there is an opportunity to form a clear view of the work that is presently being done, and the way it complements work being done in other sections. This information will help to decide on the skills needed for the job

All vacancies will be reviewed by the Director/Depute Director taking into account the following:

- Does the post have to be filled?
- What would be the consequences of not filling the post?
- Could the work be distributed amongst other staff?
- How is the work currently being done?
- How does the post interact with other work being carried out within the office?
- The views of the outgoing post holder, peers, colleagues and customers (where appropriate) to provide an assessment of the post, its workload and targets and thus find the true purpose of the job and how it fits into the wider organisation

The purpose of the job may be redefined together with its position in the section/organisation; the main duties and responsibilities should be examined and changed if applicable.

3.2 Person Specification

A new post or vacancy will not be advertised before the Director/Depute Director and relevant Section head, where appropriate, draw up a “person specification”.

A vacancy will also not be advertised before the Director/Depute Director and relevant Section head, where appropriate, have revised the job description for an existing post or drafted a job-description for a new post

The Director/Depute Director will draw up the person specification using personal knowledge and the results of a job analysis to decide the requirements for the post and which of these are essential, and which are desirable.

Everything in the person specification must be capable of being measured.

The content and complexity of the person specification will vary according to the nature of each post.

The person specification will be issued along with the application form. A column will be included within the person specification to enable applicants to demonstrate how they meet the person specification.

Requirements in the person specification will be listed in the following categories:-

- Experience
- Educational Qualifications/Training
- Skills & Knowledge
- Other Requirements, and other categories decided by the Director/Depute Director

The person specification must contain only matters which are relevant to the particular post, justifiable, measurable, unambiguous, and non-discriminatory.

The person specification will be used to:-

- Design the Job Advert
- Inform Criteria for short-listing
- Inform the interview process
- Decide, with other relevant information, on successful applicant
- Assist in identifying applicant's training needs

Staff and committee members involved in this process must bear in mind that criteria listed in the person specification must be:-

- Relevant to the job.
- Fair and justifiable
- Consistently applied
- Clearly stated
- Measurable at some stage of the process

3.3 Timescales

The Director/Depute Director will draw up a timetable for each vacancy from advert stage to job offer stage.

3.4 Interview Panel

All interviews will be conducted by panel except temporary posts:

For posts up to and including grade 8 the panel will consist of the Director, and/or Depute Director and, where determined by the Director, the relevant Section Head.

For posts graded 9 and 10 the panel will consist of the Director, Depute Director and up to two Committee members.

Temporary posts will be dealt with by the Director/Depute and a section head where deemed desirable.

3.5 Advertising

It is our policy to advertise all vacancies for permanent jobs; for temporary jobs of up to one year's duration, we may choose to fill the post without advertising. However, nothing contained in this policy will prevent us from filling a permanent post, without advertising, where that is in Rosehill's best interests and the decision has been validated by an external agency such as EVH, and approved at a meeting of the Management Committee. (This includes, but is not restricted to, instances of restructuring or redundancy where it may be necessary to appoint staff in to vacant posts without advertising. The person specification will be reflected in the wording of the job advert. The advert will be in clear language, as jargon free as possible and framed using non-discriminating language. Standard text will be used to encourage all sections of the community to apply. It will specify a closing date, whether or not those not short-listed will be informed, the type of interview and any testing which will be part of the process, main conditions of service, and other relevant information as decided by the Director/Depute.

Existing staff will be notified of all advertised vacancies, by email, with a link to the advert.

The advert will be advertised locally and put on-line only for grades 1 to 8. For grades 9 and 10 the post may additionally be advertised in appropriate specialist publications, and/or recruitment specialists may be engaged.

Adverts will make it clear that we operate a Diversity Policy.

3.6 Applicant Package

Each person responding to an advert will be sent an “application package.” The package will include a letter of guidance from the Director/Depute Director, a copy of our latest Annual Performance Report (or a link to it), an application form, a person specification for completion, equal opportunities monitoring form, the link to our website and other general information.

The letter from the Director/Depute Director will include information such as the closing date by which applications must be returned, salary scales, holiday entitlement, and interview format and so on. Generally, sufficient information should be given to enable each person to understand the nature of the job, the organisation and the interview process, including whether or not any testing will take place. The application form is attached at appendix (1).

The Equal Opportunities Monitoring form is attached at appendix (2). Completed forms will not be seen by anyone involved in the recruitment process.

3.7 Short-listing

All returned forms will be dated, a reference number will be allocated, and the application form, equal opportunities form and completed person specification separated.

Short-listing must not be started prior to the closing date for applications. Short-listing will be undertaken by the Director, Depute Director and/or the relevant section head. Committee members will be involved for grades 9 and 10. The person specification completed by the applicant will be used as the basis of short-listing for interview, together with relevant information from the application form. Under no circumstances will any person's age, sex, sexual orientation, marital status, disability, religion, care responsibilities or travelling distance affect whether or not an applicant is short-listed.

The interview panel will receive copies of the completed person specification, and the application form but not any equal opportunities monitoring form. (The Receptionist will compile the relevant statistics for monitoring purposes, and will pass these to the Director).

The completed person specification will be assessed by the panel and marks awarded for how each of the criteria have been met. A predetermined number of applications, usually not more than 8, with the highest scores will be selected for interview notwithstanding the following:

Each applicant will be measured against the requirements of the person specification. All of those applicants meeting the "essential" requirements of the person specification will be short-listed. If there are too many short-listed candidates a second assessment will be made using the "desirable" requirements in the person specification. If there are still too many short-listed candidates a random selection will be made.

Once the selection for interview process has taken place the person specification will be put together with the application form.

Candidates guaranteed an interview (which guarantee must be mentioned in the job advert e.g. disabled people) will always be short-listed where they meet the person specification requirements.

All applicants with a disability who meet the minimum criteria for a job vacancy will be interviewed.

An example person specification form is attached at appendix (3).

3.8 The Interview

The panel will prepare a series of interview questions to test candidates based on the person specification and the job requirements. Any other testing will take place before the formal interview.

Each panel member will, where possible, focus on different aspects. Each candidate will be asked the same set of questions. Supplementary questions may be asked depending on the candidate's answer. These questions will normally be asked to enable the candidate to expand on relevant topics. Individual questions may be asked in relation to the content of the job application.

Panel members will ask questions without using discriminating language, without using jargon whenever possible, and in such a way as to allow the candidate to provide the necessary information in as relaxed a manner as possible.

3.9 Basis of Selection

The selection of the successful candidate will be based on the person specification, performance during interview and the results of any testing process. Any testing process will apply only to those candidates short-listed and must be wholly appropriate to the job.

The type and quality of skills, knowledge, experience and qualifications will be considered not just the quantity of each.

The decision to select a successful candidate must be based on fact and information available using the interview assessment form (appendix 4).

The successful candidate will be the one who has met all (or most) of the essential requirements in the person specification in the most appropriate way. Where there is a tie, desirable criteria should be used. Where there are two or more candidates who are equal they should be called back for a second interview following all of the principles of this policy.

3.10 Job Offer

Once a decision to appoint has been made, a verbal conditional offer will be issued to the successful candidate, by the Director/Depute, subject to us receiving references which we deem to be satisfactory, original qualification certificates, proof of identity, proof of eligibility to work in the UK and a Disclosure Scotland or other criminal conviction Check if we require it. Appointments will usually be made at the bottom of a salary scale. The interview panel have discretion to appoint at any point on a salary scale paying due consideration to skills, experience, existing salary. Formal terms will be issued, in our standard style, once all conditions have been satisfied.

Where a job offer is declined, and if agreed by the interview panel, the second highest candidate will be offered the post. If there is no suitable alternative candidate the interview panel will consider a rerun of the recruitment process.

3.11 Feedback

All interviewees will be advised of the outcome of their interview by letter. We will provide feedback by telephone if requested.

4. EQUAL OPPORTUNITIES

4.1 MONITORING

The appropriate committee will receive a report concerning equalities matters in relation to all applicants, and those short-listed where the relevant information has been provided for monitoring purposes.

4.2 STATEMENT

The Co-operative is committed to removing any barriers to communication. Therefore if required this Policy can be produced in another format e.g. braille, large print, etc. In addition where English is not the applicant's first language, the Co-operative will provide on request written information in the first language.

5. DATA PROTECTION

5.1 On the 25th May 2018 the legislation governing data protection changed with the introduction of the General Data Protection Regulation (GDPR).

5.2 We hold a variety of Personal Data relating to individuals including tenants, waiting list applicants, factored owners, other service users, employees and Committee Members. Our Privacy Policy sets out the basis on which we can process and share such data with third parties, it also sets out how we will securely store individuals' data, whether electronically or in paper format. It also provides information on individuals' rights under GDPR including: to view personal data held about them by us; to request a restriction of processing of their data; the right to be forgotten and a right to object to us processing their data. In terms of the rights to be forgotten and to restrict or object to processing of Personal Data, any such requests will require to be considered on their own merits and legal advice will need to be obtained in some circumstances. We have the responsibility for accepting or refusing such requests and will do so in *writing*.

5.3 Under GDPR we are required to provide individuals whose Personal Data we hold with a Fair Processing Notice (also known as a Privacy Notice). The Notice sets out the Personal Data we process and the basis for doing so.

- 5.4 We will only keep and process Personal Data for the original purpose we gathered it for and we will not keep it for any longer than necessary. Attached to our Privacy Policy is a table of Retention Periods for Personal Data held and processed by us. We recognise that not all Personal Data can be processed and kept for the same period of time, and this will vary depending on the individual circumstances of each person whose Personal Data we hold.

The data we collect from candidates will be used for the shortlisting and selection of applicants for recruitment. If selected, some of the information we have gathered about the candidate will be transferred to their personnel file for employment purposes. This will be limited to that information necessary for the working relationship and, where applicable, that required by law. For further information please refer to our Privacy Policy.

Following the completion of the selection methods unsuccessful candidate's personal data will be held securely by us for no longer than 6 months after a recruitment decision has been made to demonstrate, if required, that candidates have not been discriminated against on prohibited grounds and that recruitment exercises are conducted in a fair and transparent way. Unsuccessful candidates may be contacted within this time if alternative opportunities arise and they have consented to being contacted for this purpose.

- 5.5 The Privacy Policy sets out what should happen in the event of a Data breach e.g. does the breach require reporting to the Information Commissioner's Office and whether the individual affected should be notified. Timescales are set out for dealing with data breaches.
- 5.6 A full copy of our Privacy Policy is available to employees through the Central Library, GDPR\Final Documents or from our website www.rosehillhousing.co.uk

6. RISK MANAGEMENT

In all key areas of our business we need to consider any risks which may arise. To this end we have in place a robust Risk Management Policy and from this flows our Risk Register. We have identified our “Top 5” risks which are regularly monitored by our Management Team and Audit Sub-Committee.

To ensure we continue to manage the associated risks we will periodically review this policy to ensure compliance with all legislative requirements and regulatory and best practice guidance.

7. COMPLAINTS PROCEDURE

We aim to get things right first time and provide a good quality service to our tenants. However, we acknowledge that things can go wrong and that some tenants may be unhappy with the service provided.

We promote our Complaints procedure through our website and periodic articles in our newsletters. In addition, we initially issued all of our tenants with a copy of the new Procedure introduced in October 2012. This information leaflet is also issued to all new tenants as part of the signing up pack.

8. REVIEW

This policy will be reviewed every 5 years or sooner as required by best practice or legislation.