

## Summary of our recent public sector recruiters seminar 'Using e-Recruitment to cut costs' and 'Why bother with competency based interviewing'

### Speakers:

Lesley Donnithorne, HR Manager (Projects and Systems), University of the West of England  
and Margaret Dale, Chief Executive of ECC

### Summary

The WCN e-Recruitment seminar held at the Victory Services Club in London on the 21<sup>st</sup> October provided delegates with two very topical areas for consideration. Firstly Lesley Donnithorne shared her experience on how, having recently implemented a WCN system at The University of the West of England, they had delivered efficiencies through e-Recruitment. This covered topics such as ensuring you run a detailed and accurate Tender process, the specification process and how the implementation project team was run, how to manage the change within the organisation, and the key metrics that will demonstrate the costs and efficiencies have been delivered. Secondly Margaret Dale, CEO of ECC, made the case for using competency based interviewing to secure the highest possible quality hire. This was a very thought provoking session and stimulated much debate amongst the delegates, particularly around the topic of how competency based scorecards should ultimately be used to appoint someone. Margaret has kindly allowed her slides to be distributed with this roundup so everyone can get a flavour for the areas covered.

### Salient points from the presentation conducted by Lesley Donnithorne

#### Advice on Buying a Solution

- Look at any process improvements you want to make before specifying a system
- Ensure you have a wide range of stakeholders within the project team
- Be clear about what your requirements are in the tender
- Have a clear understanding of the reports you require so that the required information is collected
- Use the reference check opportunities fully, including site visits and telephone interviews.
- Have some contingency in the budget for any areas that you may want to change after tender

## Improve the candidate experience

- Before the solution was introduced the candidates did not know where they were in the process and if they were not successful they only found out because they did not hear. Now candidates can use the communication centre to check where they are even if they can't access their own emails. All candidates now receive notification of regardless of whether they are successful or not
- So far 92% of candidates have rated the experience average, good or excellent - This facility allows UWE to monitor feedback from candidates and use this to work on further improvements
- Text candidate via WCN to inform candidates UWE to check their emails for information about their application.

## Improve efficiency and save some trees

- The automated approval process has vastly improved efficiency
- Adding onboarding which has enabled new employees to view all the relevant documents online rather than printing a forest to be dispatched in the post
- Candidate queries are less as they are kept up to date with their application progress via the candidate communication centre.
- Cut down on Data input as applicant creates own record
- Cut down on data entry.

## Reduce recruitment costs by 25%

- This has been achieved by saving cost on temps and not having to replace a team member when they left