



WCN e-letter for e-recruitment



Llywodraeth Cynulliad Cymru  
Welsh Assembly Government

## Welsh Assembly Government

Welsh Assembly Government decided to move both their internal and external recruitment schemes online before the end of 2006. The goal was to transfer the recruitment responsibility from the shared service to the 2500 line managers, by providing them with tools allowing them to manage all of their recruitment quicker, faster and better.

Moving from offline to online recruitment would always present challenges related to managing and implementing changes in any organisation: getting the buy in from key users and trade unions, ensuring that the online processes would reflect the ones implemented offline, ensuring it would not discriminate against any member of the community, ensuring the training and support is relevant...

On top of these standard challenges, the Welsh Assembly Government also faced very typical "public sector" challenges, involving a much higher level of expectations with regards to the compliance to policies, and most importantly the commissioner's code which stipulates that any recruitment needs to be fair and open (panel recruitment to enforce fairness of the assessment, accessibility requirements, adherence to the guaranteed interview scheme or GIS...) but also the potentially complicated management of reserve list candidates.

Last but not least, Welsh Assembly being the most respected authority in Wales, and one of the key champions of the Welsh language around UK and the world, it was obviously under heavy scrutiny of the Welsh Language board to implement a solution which would not only guarantee that no Welsh speaker is discriminated against, but also help promote the Welsh language.



The solution implemented meets all of these requirements by empowering the line managers to create their vacancies themselves via simple templates, require approval from their managers and ultimately from the shared service centre. Once approved, vacancies are advertised in turn to internal and external channels, and ultimately made available online to candidates from the Assembly's website.

Candidates can then access dual language interfaces (vacancy search engine, application forms...), allowing them to apply at their convenience in Welsh or in English. Panel members screen candidates using job specific competency-based scoring forms and candidates can be invited to book their interviews online. Managers can then offer successful candidates, which are made easier by the automation of the creation of the offer letter. Less successful candidates can be kept on a reserve list for 12 months, or rejected at the Manager's discretion.

In spite of challenging deadlines, the project was delivered on time and to specifications. The solution has now been used for 6 months, and the feedback from the users is extremely positive with 84% candidates rating the interfaces as good to excellent. The assembly is currently looking at building on this success to manage the priority movers as well as the management of temporary staff online.

Should you wish more details on our solutions or would like to book a free demonstration, please call 0208 296 5908 or e-mail [sales@wcn.co.uk](mailto:sales@wcn.co.uk).

