



Round-up

Summary of WCN e-Recruitment Breakfast Seminar WCN Free e-Recruitment Breakfast Seminar 'How technology is changing recruitment within Higher Education'

Summary

Charles Higgs contributed an interesting session around changes to e-Recruitment that have been generated by the internet. Whilst Linda and Glen talked about how they have changed recruitment at Salford. We have tried to include some of the key slides as a reminder of the discussions, along with the Q and A session:

Drivers to implement e-Recruitment

- The internationalisation of academic recruitment and the need to reach candidates globally.
- To enable the transformation and development of HR within the HE sector.
- Improve the internal candidate experience

The process undertaken to implement e-Recruitment

- Creation of a business case for e-recruitment
- Completion of a Tender process to select supplier
- Project group set up to determine our requirements
- Working with WCN to design system to meet our requirements
- Project group revised recruitment process alongside WCN
- User Acceptance Testing
- Prior to implementation open days held to demonstrate system

The implementation process

- Implementation in 2 phases.
- Phase 1 commenced July.2009
- Phase 2 rolled out September 2009
- Early feedback enabled tweaks to system as part of monthly development 'allowance' and allowed benefits to be communicated across the University before Phase 2
- Early feedback is positive, especially from academic managers who are typically non-conformist in their approach





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How is e-Recruitment changing HE recruitment at Salford?

- An increased ability to operate recruitment on a global scale, due to increased global mobility of academic staff and international University plans and collaborations.
- Enables line managers to manage and control their recruitment campaigns and take ownership for recruitment of staff even when away from the University.
- Through streamlining processes it has enabled the role of HR to move away from a reactive transactional role to that of strategic advisory role.
- Enables internal and external candidates to take responsibility for managing their own career path and development through self searching, speculative applications and use of the talent pool.

Question and answer session

1) Sarah Pedder (LSE)

Question: Can the system store feedback from managers regarding unsuccessful candidates?

Answer: Yes, scoring forms attached to the candidate's record can be used by managers to record the reasons why a candidate was rejected.

2) Leigh Castleman (Nescot College)

Question: When using the self scheduling interviewer function can you add/change the information that candidates receive about what to expect (e.g. tests) during the interview?

Answer: Yes, this can all be entered when you invite candidates for the interview and send them the confirmation e-mail.

3) Sarah Pedder (LSE)

Question: What are (Glen's) tips to get academics to actively use the WCN system?

Answer: Salford had a 'flexible hands on' approach to show the academics the value of using the system for them and the whole university. Salford wanted to take away their fear of using a new system. They had to do some handholding and had to tailor the approach for each person on how to learn and use the system.

Initially the academics were shown an overview of the whole system and shown what the advantages were for everyone. Then they were shown how to use there part of the system.

During the implementation process Glen and Linda arranged individual training as well as having open days where anyone could show up and be given training and advice. They organised the open days for the same day each week so that if someone missed there training day they could just drop into HR on the open day and catch up.

Linda believes buy in was effected by the flexibility of HR for example some hiring managers were not convinced about the pre-screen questions so HR suggested that the hiring managers could view all applicants initially but be shown which candidates had been screened out





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4) Jonathan Peters (Oxford University)

Question: Is the search engine easily available from Salford's website?

Answer: Yes, there are linkages to the search engine from the website and Salford also post job vacancies to jobs.ac.uk that in turn direct candidates back to the Salford website.

5) Miriam Mukasa (Institute of Cancer Research)

Question: Were the academics part of the panel (workgroup)?

Answer: Yes invited to be involved, due to workload they were not all able to attend every workshop.

Question: What happens once the closing date has passed if a candidate has started but not finished their application?

Answer: This is flexible, most clients prefer the system to be set up so that candidates can't access the vacancy after the closing date and won't be able to submit. Other clients have selected functionality that allows started applicants submit past the closing date. The system allows recruitment team to see incomplete applications before the closing date and send reminders emails

Question: Can the closing date be extended?

Answer: Yes, it can

Question: How do you record equal opportunities data?

Answer: Candidates enter the data at the end of the application form but it is held separately from the rest of the application form and is not visible to the recruiters

6) Clara Ferrer-Lopez (UCL)

Question: Do you have centralised recruitment?

Answer: Yes, line managers create the vacancies and view the applicants whilst other status changes e.g. interview invitations, testing and offers are completed by centralised recruitment.

Question: Are you asking finance administrators to input recruitment costs?

Answer: No the budget for the vacancies sits with HR and HR manages the advertising costs and all other costs regarding to filling the vacancy

7) Sarah Pedder (LSE)

Question: What was your approach to training the recruiting managers?

Answer: Salford distributed a timetable for dedicated training sessions. However, if managers couldn't make these dates Salford held "drop-in" sessions every Wednesday which anybody could attend.

8) Miriam Mukasa (Institute of Cancer Research)

Question: Instead of advertising for every vacancy separately, can costs be reduced by viewing/sharing candidates that are already on the system? Or for example if we have a number of applications for one vacancy and that vacancy is filled would you share the other applicants with other recruiting manager?

Answer: Yes, candidates that are in the system can be viewed and shared amongst recruiters (as long as they have the same level of access).

