HOW TO RECRUIT STAFF: FAQs

An overview of a typical recruitment process, more detailed information, e-learning modules and factsheets are available in the manager's toolkit on the Human Resources website & from the Recruitment Team.
www.otago.ac.nz/humanresources/managers/recruitment

I've got a vacancy, what do I need to do?

The first things you'll need to do are:

- Review or prepare the job description/ information statement.
- For a new or significantly changed general staff vacancy, arrange for the job to be evaluated.
- Plan the timing for your recruitment and selection process.
- Decide where and when you would like to advertise.
- Draft an advert to appeal to potential candidates.
- Organise the selection panel, plan dates for shortlisting, interviewing and any other assessment activities.
- Raise a requisition for your vacancy in the online recruitment system at https://otago.taleo.net. This includes draft advertising text, providing access to the panel and approvers, and attaching the job description.
- The recruitment system holds a library of questions designed specifically for University of Otago vacancies. If you anticipate more than 30 applications, we recommend candidates answer some pre-screening questions relating to your selection criteria as part of their online application.
- Once you have completed the requisition, formally request approval via the recruitment system and track the progress of your approval request.

To learn about using the recruitment system, you can attend a training course, contact us, review the e-learning modules and factsheets available in the manager's toolkit. Most University departments will have at least one administrator trained in the system who would be available to assist.

How does my vacancy get advertised?

Once the requisition is approved, we will send you an email, confirming receipt of the approved vacancy, timeframe for advertising and selected media/websites. We will arrange to place the advert in the selected media/websites and the University website. The recruitment market may have changed since you last recruited, if you are unsure about where to advertise we can provide options.

We will email you with a link to the vacancy on the University website. You can use this link to circulate details of the vacancy and/or post on any restricted access websites, networking groups or email lists you subscribe to.

How do the selection panel see applications?

You and your selection panel can see applications in the recruitment system the moment a candidate applies. There is an e-learning module and factsheet available that may be helpful to first time users of the recruitment system.

How do I short list (or long list)?

You and the selection panel can review the candidates online and use this information to assess their suitability against the selection criteria. Below are some typical techniques used at the University:

- Ranking candidates automatically based on their responses to pre-screening questions in the recruitment system.
- Using a selection matrix to individually recording your assessment of each candidate for panel discussion. Once you vacancy closes, or upon request, we will send you a matrix that can be customised to assist with this activity.
- Instead of printing multiple paper copies of applications, it is useful to have access to the recruitment system to reference applications in panel discussions.

Regardless of which technique you use, it is becoming increasingly common to start reviewing applications much earlier, rather than waiting until the vacancy closes.

How do I record decisions about candidates?

You record the consensus decisions about candidates by changing their status in the online recruitment system e.g. 'rejected', 'interview'.

You can change a candidate's status to 'rejected' at any time, however the recruitment team will not send the correspondence until they receive an email request to notify unsuccessful candidates.

What should I do once the short list (or long list) has been decided?

Once the shortlist has been confirmed, you should:

- Contact the shortlisted candidates to organise the interviews (or other assessments).
- If any candidates are being kept on hold, decide how to communicate with these candidates to ensure their interest in the position is maintained and they have a positive experience of the recruitment process.
- Email us at yourcareer@otago.ac.nz to request the unsuccessful candidates are advised. Be prepared for candidates requesting feedback about the selection decision.
- Determine the interview process. We can assist with drafting interview questions and skills assessments.

How do I organise interviews?

Identify dates and times the selection panel are available and book a suitable venue. Call the selected candidates, (their preferred contact number and email can be found in their application) to invite them for interview at an agreed time and discuss any other arrangements, such as whānau interviews or video conferencing. To save misunderstanding it is a good idea to confirm by email, including:

- Vacancy title.
- Date and time of interview.
- Location, with directions and a map if appropriate.
- Names and position titles of the panel members.
- Name and contact details for the person to whom the candidate should report before their interview, or if there are any issues on the day.
- Any specific instructions for the interview or other assessments.

What should I do after the interviews?

After the interviews, you should:

- Contact the preferred candidate's referees. Templates and guidance are available in the manager's toolkit.
- Ensure that you have the delegated authority to discuss offer details with the preferred candidate. Discuss with your approvers as appropriate.
- Contact the preferred candidate to let them know that you would like to recommend their appointment and details of salary and start date to make sure these would be acceptable. Ensure the candidate is aware that this conversation is not a formal offer and to wait until they receive an offer in writing before resigning from their current position.
- Record offer details and request formal approval through the recruitment system.
- If any candidates are being kept 'on hold', decide when and how to communicate with these candidates to ensure that their interest in the position is maintained and they have a positive experience of the recruitment process.
- Contact the unsuccessful interviewed candidates by phone to advise them of the outcome. Be prepared for candidates requesting feedback about the selection decision.
- As soon as you have verbally advised the unsuccessful interviewed candidates, email the recruitment team to request notifications be sent.
- Track progress of the offer through the recruitment system. Approval authorises HR to produce and send the offer letter to the candidate, changing the status to 'offer extended" to 'offer accepted" once the candidate responds.
- Keep all records relating to candidate decisions (including interview notes and selection matrix) for 12 months and then confidentially destroy.