



For the Voluntary and Community Sector

Recruitment and Selection

When a community or voluntary group appoints a paid worker, it takes on a task requiring a range of skills, as well as knowledge of employment legislation. This fact sheet takes you through what you need to know.

➤ Preparation

- **Job description** - prepare a job description listing all the tasks you want the job-holder to undertake
- **Job specification** - draw up a job description listing the skills, knowledge, experience and personal attributes needed for that job
- **Terms and condition of employment** – decide on pay, hours of work, holiday, sick leave
- **Advertise** - draw up an advert for a newspaper and also think of other ways to advertise
- **Application form** - prepare an application form
- **Shortlist** - Read through the applications and use a scoring system to shortlist your candidates. Ensure you write to applicants that have been unsuccessful at this stage.

➤ Interview

You will need an interview panel. Think of questions for the interview and decide on who's doing what on the panel. You need to think how you are going to score the applicants.

Things to think about and be clear on before the interview:

- **Holidays** - how much holiday entitlement?
- **Hours of work** - will you be expecting them to work out of hours?
- **Transport** - will they require their own transport?
- **Expenses** - will you be able to pay their petrol and other expenses?
- **Flexi hours** - can you offer flexi especially to working mums?

Use open questions and avoid closed questions. Practice if you feel unsure. Try and draw information from the person you are interviewing

You can use the **W.A.S.P.** technique:

Welcome - introductions etc and a bit about the organisation

Acquire - find out the info you want, ask questions etc

Supply - give all the information about the job

Praise - thanks for attending etc make sure you make clear instructions of how and when you will let them know if they've been successful

➤ **Selection**

When you have offered (subject to references) and the applicant has accepted the post, tell all the unsuccessful interview candidates. You must chase up references for insurance purposes **before** formally confirming the offer of employment. Agree a start date and confirm all details in a letter to the successful applicant. It is good practice to have a probationary period (3 months or 6 months).

➤ **Start Date**

On the start day ensure you have some free time with them to do an induction. Include health and safety, first aid, fire procedures, contracts, etc. The following policy documents should be given to staff when they start work with you.

- **Equal opportunities policy** – it is important for you to develop an EOP as early as possible in the life of the organisation. This is the only way you will know how well you are doing in acting fairly and involving all sections of the community.
- **Health and safety policy**
- **Contract of employment** (within 2 months)
- **Disciplinary procedure**
- **Grievance procedure**

Arrange appointments for the new member of staff to meet members of the board/management committee, other members of staff, and key people they will have contact with in other organisations. Explain how you will offer supervision/support; and how the member of staff can ask for help or guidance. Don't forget the basics; making the person feel welcome, telling her/him how to switch the computer on (!), giving keys, etc.

This information sheet is part of a series produced by Norfolk Information, a partnership of second tier organisations supporting the voluntary and community sector in Norfolk.

We have taken all reasonable steps to ensure that this information is current and accurate. We cannot, however, guarantee its accuracy or completeness and therefore cannot accept liability for your acting, or failing to act, upon the information given.

For resources, books, ideas and useful information please contact Norwich and Norfolk Voluntary Services on 01603 614474 or email reception@nvs.org.uk