

## STAFF RECRUITMENT

### Candidate Selection Guidelines

#### **Contacting References:**

When contacting any references provided by a candidate remember that they will always give you their opinion. An opinion is not always an accurate reflection of a person, good or bad.

#### **Interview Questions:**

The interview is the most important aspect of the recruitment process, if you don't ask the right questions it may result in employing someone who isn't really right for the position.

**Make sure you are prepared with a set of questions** to ask during the interviews. If you ask everyone the same questions then this will give you a far better perspective of each person. Questions should be focused on the following categories:

- Work experience
- Education
- Personality

**If possible try and ask questions which are based on fact** and not on opinion, this will establish the facts from which you may form your own opinion.

Such as:

- Give a specific example of a time when you used good judgment and logic in solving a problem.
- Give an example of a time when you set a goal and were able to meet or achieve it.
- Tell me about a time when you had to go above and beyond the call of duty in order to get a job done.
- Tell me about a time when you had too many things to do and you were required to prioritise your tasks.
- Give an example of a time when something you tried to accomplish and failed

**Invite a neutral person sit in on your interviews.** This will allow for closer observation of the answers and will often provide insights which might not have been apparent to you. You can also record interviews to play back to yourself for later analysis. (Please ask for permission first!)

**Try to remain in control of the interview** at all times; ask the questions you want answers to, not the other way around.

If you need to clarify certain points by all means get a candidate back for a second interview. **Never feel pressurised to make a decision.**

Remember:

Employing a new member of staff is an expensive process, although most of the costs are 'unseen'.  
**Careful interviewing and screening of the candidates can minimise the chances of a high staff turnover.**

#### **Contract / Offer of Employment:**

Always prepare a **detailed contract of employment**; this creates a clear set of rules by which both parties have to abide and leaves no grey areas open for individual interpretation.