

RESOURCING TEAM SERVICE LEVEL AGREEMENTS

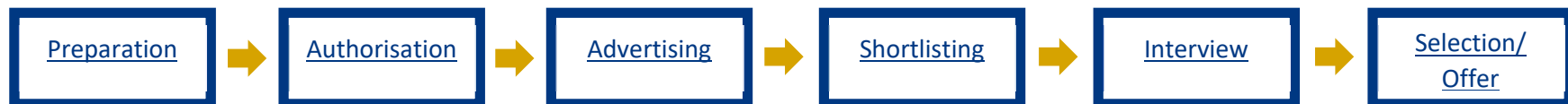
This Service Level Agreement (SLA) defines how the Resourcing Team supports and works in conjunction with Hiring Managers and Chairs of recruitment panels.

The SLA provides specific timescales for tasks in the recruitment process and a framework to ensure a consistent, effective and efficient Resourcing service from start to finish.

For the Resourcing Team to operate effectively, you can help us by:

- ✓ Using the recruitment system (Stonefish);
- ✓ Providing all the information we need to help you. If the information or relevant documentation is not complete or in the wrong format, this will delay the process;
- ✓ Asking us to explain anything you are not sure of;
- ✓ Doing your best to be familiar with the processes for which you are accountable.

Click on the below for the SLA relating to each section of the recruitment process:



Preparation	Responsibility	Activity	Timescale
	Hiring Manager / Resourcing Adviser	Campaign planning discussion regarding recruitment options, selection criteria and plan	<p>This can occur prior to the online Recruitment Authorisation Form being completed on Stonefish or after the vacancy has been approved via the Stonefish</p> <p>To prevent delays, recommend consideration start to be given to shortlisting criteria and whether any filter questions or killer questions to be used as part of the application process. Discussions with the Resourcing Adviser can occur prior to the vacancy being authorised.</p>
Hiring Manager	<p>Complete the online recruitment authorisation form on Stonefish and submit it for authorisation along with:</p> <ul style="list-style-type: none"> Graded* JD (in Hay format – see exceptions below) <p><i>Exceptions:</i></p> <ul style="list-style-type: none"> Academic Division roles – JDs should be agreed with the Academic Registrar prior to submission online; Research and Academic roles are covered by the National Role Profiles and therefore are not evaluated under the Hay framework. Research roles submitted will be checked by the Resourcing Adviser as part of the authorisation process against the Research Profiles to ensure the duties are commensurate with the grading of the role and the title of the post <p>*if the role is still in the old HERA JD format: JD to be updated in the Hay format and emailed to the Resourcing Adviser for a sense check along with the original JD.</p> <p>* If the role needs to be graded: JD to be written (completed in accordance with Hay guidance), and emailed to Resourcing along with Comparator JD and organisation chart</p>	<p>Within 48 hours (2 working days) from receipt.</p> <p>48 hours (2 working days) from receipt Resourcing Adviser to upload for evaluation</p>	

Preparation	Resourcing Adviser	Documents to be uploaded for role to be job evaluated.	2 weeks need to be allowed for grading – exact turnaround dependant on how many roles the evaluation panel need to grade.
	Hiring Manager Hiring Manager (or assistant on behalf of hiring manager)	<p>Whilst the vacancy is going through the authorisation process, the following information can be completed online on Stonefish:</p> <ul style="list-style-type: none"> • Hazard Identification Form (HIF) • Basic recruitment details (proposed dates for shortlisting, interview, and panel members) <p>Where panel members have been nominated, availability to be checked.</p> <p>Ensure that the necessary interview and test rooms are booked and arrange for any necessary equipment</p> <p>Note: With senior academic roles (Reader, Professor level and above) and Single Person Appointments, the PA to the Chair, PA to the relevant Dean and PA to the relevant Head of School will liaise and agree shortlisting and interview dates. PA to the Dean will confirm dates with the Resourcing Adviser.</p> <p>The Dean will be responsible for nominating the panel and checking availability, which should be approved by the Chair.</p> <p>Once a vacancy has been authorised, it cannot be submitted via Stonefish to the Resourcing Adviser unless the HIF and basic Recruitment Details have been completed.</p>	To prevent delays, recommend agreeing the panel composition, interview dates and venues early as possible in the process. Being able to place the interview date in the advert also helps manage candidate expectations. If left later (i.e. interview dates only confirmed after shortlisting takes place) delays could occur in the process which may result in candidates withdrawing.

	Responsibility	Activity	Timescales
Authorisation	Resourcing Adviser	On receipt of an authorisation request, Resourcing Adviser to check the details on the online recruitment authorisation form and ensure the JD is within the right format.	Within 48 hours (2 working days) of receipt
	Hiring Manager	Once vacancy has been fully authorised via Stonefish, the recruitment details and HIF tabs completed online, the request can be submitted back to Resourcing Adviser to process.	

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	Responsibility	Activity	Timescales
Advertising	Resourcing Adviser	Once the vacancy is approved, the advert, selection criteria, filter questions (if used), killer question (if used) will be completed on Stonefish and the advert made live. Where a creative campaign is required timescales may be longer however these will be agreed as part of the campaign planning process.	Within 72 hours (3 working days) of receipt of final approved vacancy from hiring manager – for internal adverts (Kent website only) and where external adverts are appearing on the Kent website and Jobs.ac.uk. Depending on media used, the placing of adverts can be done in house or we may use our designated partner WJP Floyd. If timescales are not achievable within 72 hours (3 working days), this will be highlighted and agreed as part of the campaign planning process.
	Resourcing Adviser	Application progress monitored whilst advert is live and remedial action taken if necessary following discussions with the Hiring Manager	Standard adverts will be live for up to 2 weeks To meet Resident Labour Market Test – advert will need to be live for at least 28 days. If adverts are not attracting the expected number of applications, they can be amended or extended

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Shortlisting	Responsibility	Activity	Timescales
	Panel Members / Chair (or assistant on behalf of the Chair)	<p>Assess and score candidates online on Stonefish and submit their scores and notes.</p> <p>The Chair must submit their scores. An assistant to the Chair is able to submit the final scores online on behalf of the Chair.</p> <p>Decision made on who to shortlist.</p>	<p>Ideally shortlisting should take place within 1 week after post closes.</p> <p>In order to submit the scores to Resourcing, not all panel members need to submit their scores however, the Chair (or assistant on behalf of the Chair) must submit theirs and comment if a panel member has not submitted (see system guidance notes on Shortlisting)</p>
Chair (or assistant on behalf of the Chair)	<p>Shortlist decision to be recorded on Stonefish along with notes.</p> <p>Shortlist decision along with the interview details to be submitted by the Chair (or on behalf of the Chair).</p>	<p>Online shortlist should be submitted to Resourcing in time to enable interviews to be set up and appropriate notice given to shortlisted candidates (see notice timescales below for Professional Services and Academic roles)</p>	

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Interview	Responsibility	Activity	Timescales
	Resourcing Adviser	<p><u>Professional Service roles:</u> On receipt of fully completed shortlisting and Interview Details</p> <ul style="list-style-type: none"> • emails sent to unsuccessful candidates <p>interviews set up and emails sent to shortlisted candidates</p> <p><u>Academic roles:</u> On receipt of fully completed shortlisting Interview Details:</p> <ul style="list-style-type: none"> • emails sent to unsuccessful candidates • interviews set up and emails sent to shortlisted candidates • Academic references taken once candidate accepts invitation for interview • emails to reserve choice candidates (if required) 	<p>Within 48 hours (2 working days) Within 48 hours (2 working days)</p> <p>When deciding interview dates – Hiring Manager should take into account that the minimum notice to UK based candidates should be 1 week. If seeing overseas candidates more time should be allowed unless able to conduct interview via Skype/video conferencing</p> <p>Within 48 hours (2 working days) Within 48 hours (2 working days) Within 48 hours (2 working days)</p> <p>Within 48 hours (2 working days)</p> <p>Interview dates for academic roles to be agreed between the Hiring Manager/Chair and Resourcing Adviser. When deciding interview dates the suggested notice to UK based candidates should be 2 weeks – account should however be taken of any overseas candidates. More time may need to be allowed for travel arrangements unless able to conduct interview via Skype/video conferencing. It can take non EU candidates up to 15 days to apply for travel Visas.</p>
Resourcing Adviser	Interview schedules prepared. Chair and Panel Members will be sent an email to confirm when the panel packs are available online (on Stonefish) and ready for printing.	<p>Panel Packs will be available on the Stonefish system. Where candidates are given 1 week notice of their interview date(s), panel packs will be available no later than 3 days prior to the interview date.</p> <p>Where candidates are given more than 1 weeks' notice, the packs will be available no later than 1 week prior to the interview date.</p>	

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	Responsibility	Activity	Timescales
Selection / Offer	Chair / Panel members	Interviews take place and decision taken on who the successful candidate is and if there are any reserve candidates.	Interviews should be held as soon as possible after shortlisting (taking into account the minimum notice required for candidates as stated above) as delays can result in candidates losing interest or accepting alternative job offers
	Chair (or assistant on behalf of the Chair)	Decision to be recorded online on Stonefish. Panel commentary forms to be completed (one form for each candidate)	
	Chair / Hiring Manager	Verbal offer made to successful candidate	As soon as possible following decision on who to appoint and candidate has verbally accepted offer
	Chair (or assistant on behalf of the Chair)	Offer details form completed on Stonefish and submitted to Resourcing Adviser along with completed panel commentary forms (scanned and uploaded onto Stonefish) and copy of right to work check of successful candidate (scanned and uploaded onto Stonefish)	The right to work check documents of unsuccessful candidates to be shredded / confidentially disposed of. Once successful candidate's right to work document has been uploaded onto Stonefish, it can also be shredded/confidentially disposed of.
	Resourcing Adviser	On receipt of completed online Offer Details form, email to be sent to successful candidate to confirm offer and to explain next steps (i.e. conditional contract to be sent by HR Ops). Email unsuccessful candidates the outcome Provide feedback to unsuccessful candidates using information provided on the panel commentary forms	Within 48 hours (2 working days) If a certificate of sponsorship is required, the offer is subject to review by the Resourcing Partner and then the HR Immigration team. Within 48 hours (2 working days) Within 1 week of request
	HR Operations	HR Ops access offer details on Stonefish and process formal offer and contract of employment	(Refer to HR Ops SLA)