

TITLE OF PAPER: ONLINE RECRUITMENT UPDATE

Background

In 2007 we replaced our former outdated payroll system with a fully integrated HR/Payroll system with self service and online recruitment capabilities.

The implementation of the system has been in 3 phases;

1. Core HR and Payroll – April 2007
2. Employee and Manager Access (self service) – March 2008
3. Web recruitment – From March 2009

We have experience problems with the web recruitment due to a system fault that has been creating a formatting problem. We have delayed launching web recruitment to external applicants until this problem has been resolved.

Application Form Formatting

The format that the completed application form printed out from the system for recruiting managers to shortlist from was unsatisfactory. The text was bunched together with and was not in sections, with headings/tables/boxes as the form is laid out.

The initial solution provided by the software provider (which was to use the additional software for report writing (Business Objects) to write a report to use to extract the application form information and into more organised template format. This addressed the problem with the majority of data on the application form, but not with the most important section (the additional information a candidate provides to demonstrate how they meet each essential and desirable criteria for the post). In this section it failed to replicate the paragraph formatting the individual had used e.g. new paragraphs did not commence on a new line, but were represented as
 between sentences. Also no other formatting e.g. bold and underlining which make the information easier to read and evaluate were shown.

After a lot more work and liaison with the software provider another solution has now been found (in few weeks). It is now possible to upload a separate document which can then be printed off for short-listing purpose in the formatted template, retaining all the original formatting and it is not word limited (as the initial solution had been).

Internal Applications

Launched in December 2009

Delays in progress not just due to formatting problems above but also;

- Maternity Leave (changes in cover arrangements)
- Long Term Sickness in team (Payroll BCP lead is online recruitment lead and Manager of online recruitment was absent and then on reduced hours following illness)
- Limited vacancies advertised due to economic climate and recruitment review

So far 13 applicants have successfully applied on line.

Online applications will be compulsory for all internal staff by end September 2010.

External Applications

Testing is now taking place in HR

Wider testing with other employees and family/friends will commence this month

Go live by end of December 2010

Exceptions

It has been agreed that there will be some exceptions to compulsory online recruitment for posts which do not require IT skills/experience e.g. Civil Enforcement Officers (Parking), Front of House Operators (Town Halls), Facilities Assistants, Play scheme staff.