



People Management Group (PMG) Process Manual

Version 1.1.1

TALENT ACQUISITION – RECRUITMENT PROCESS DOCUMENT

UNIT: PMG, TALENT ACQUISITION & ONBOARDING

1.0. INTRODUCTION:

The Talent Acquisition Unit Process Manual outlines the step-by-step approach to completing various tasks / activities, in Recruiting Talent and Onboarding new hires within the group.

2.0. PROCESS OVERVIEW:

Process Control	<ul style="list-style-type: none">• Selecting the best Talent for the Job role• Integrity
Policy	Talent Acquisition & Onboarding Policy
Objectives	The objective of the Talent Acquisition framework is to articulate modalities for talent acquisition, the process of selection and recruitment, and parameters that must be adhered to, also to ensure that the best suited and qualified applicant are shortlisted for available positions while the best abilities/skills are hired for the bank.
Owners	Talent Acquisition & Onboarding Team
Benefits	<ul style="list-style-type: none">• Morale and retention• Organizational impacts• Training needs• Preventing Turnover• Upskilling and Reskilling• Skill Gap Analysis• Align your talent acquisition strategy with your business goals.• Use data and marketing to create better acquisition material.• Expand outreach strategies.• Build your company identity.• Emphasize the company's corporate social responsibilities.• Offer updated work options.• Design a competitive and comprehensive benefits plan.• Promote internal diversity.• Partner with local universities to build an applicant pool.• Add other incentives
Metrics	Financial, Customer, Process and Learning
Reports	<ul style="list-style-type: none">• Monthly Report on Talent Acquisition & Onboarding• Weekly Status Report to the Hiring Manager

3.0. PROCESS NARRATIVES

S/N	ACTIVITY	DESCRIPTION	RESPONSIBILITY	TIMELINE
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2	TA Recruitment Process	<p>1.1. Recruitment Process</p> <p>1.1.1. Recruitment request is sent by the Business to the TA Partner.</p> <p>1.1.2. Check manpower planning to see the Gap outstanding or replacement.</p> <p>1.1.3. Acknowledgement Email to the Business.</p> <p>1.1.4. Mode of candidate sourcing is discussed, either Internal or External.</p> <p>1.1.5. Sourcing / Review of Referred candidates.</p> <p>1.1.6. Acknowledgment mail and phone call of their CV and ask them to share their Certificate.</p> <p>1.1.7. Get the timing of line manager and the other Assessors to meet with the candidate for a Pre-Chat.</p> <p>1.1.8. E-mail invite, phone call and SMS should be put through to candidates for a Pre-Chat after checking their certificate to ensure it in line with our policy</p> <p>1.1.9. Feedback to the candidates who were successful and not successful during the pre-Chat</p> <p>1.1.10. Get the timing of line manager, and other assessor to meet with the candidate for a Competency Based Interview</p> <p>1.1.11. E-mail invite, phone call and SMS should be put through to candidates for a Competency Based Interview (Inclusive of practical, written, and oral assessment)</p> <p>1.1.12. Compilation of the CBI assessment score (Rating Scores)</p> <p>1.1.13. Feedback to the Business on the outcome of the Competency Based Interview i.e (Competency Scores and Suitable Candidates)</p> <p>1.1.14. Feedback to the candidates who were successful and not successful during the Competency Based Interview</p> <p>1.1.15. Get the timing of GH/ED of the requesting department to meet with the candidate for an Interview</p> <p>1.1.16. Successful candidates from the CBI stage are scheduled to meet with the GH/ED of the requesting department depending on the Role and grade band</p> <p>1.1.17. E-mail invite, phone call and SMS should be put through to candidates for an interview with the GH/ED of the requesting department</p> <p>1.1.18. Feedback to the candidates who were successful and not successful during the interview with the GH/ED of the requesting department</p> <p>1.1.19. Get the timing of the people management Team to have a final chat with the candidates</p> <p>1.1.20. E-mail invite, phone call and SMS should be put through to candidates for a chat people management team and also request for the pays lip of the candidate</p> <p>1.1.21. For senior hires, meet with the MD/ED</p>	Talent Acquisition & On Boarding Team	Subject to Vacancy
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		1.1.22. Feedback to the candidates who were successful and not successful during the interview with the MD 1.1.23. Proposed offer is sent to candidate 1.1.24. Upon acceptance, candidate is sent for Medicals 1.1.25. Offer letter is issued upon receipt of Medical Results 1.1.26. Candidate information is passed to the onboarding officer		
4	Pre - Boarding Process	1.1. Pre - Boarding Process 1.1.1 Receive new employees' offer letters and other supporting documents from Talent Acquisition. 1.1.2 Create MS Forms for work tools requisition 1.1.3 Work Tool schedule for stakeholders 1.1.4 Welcome mail would be sent out 1.1.5 Collection of requested branded items and ID card 1.1.6 1 st Preboarding engagement with onboarding officer. 1.1.7 Clothing Size (Men Only)/ Dress allowance for female 1.1.8 Scheduling virtual introductory engagement with the Supervisor/ Line manager and buddy (Backend) 1.1.9 Meet and Greet Session with Senior Manager and above 1.1.10 Sending out buddy mails to assigned buddies 1.1.11 Initiate network access 1.1.12 Send mail to learning and Development 1.1.13 Account opening packages 1.1.14 Book meeting room, initiate cash advance and request refreshments.	Talent Acquisition & On Boarding Team	Subject to Vacancy
6	Onboarding Process	Onboarding Process 1.1.15 Welcoming new employee. 1.1.16 Work tools set up and biometrics 1.1.17 MD's Welcome Letter 1.1.18 Workplace Tour 1.1.19 Supervisor Induction 1.1.20 Sign off Supervisor's induction form 1.1.21 Documentation follow-up, preparation of survey report. 1.1.22 Weekly Onboarding Report	Performance, OD & People Analytics	Monthly

		<p>CBN Process</p> <p>1.1.1. Talent Acquisition officer Upon resumption of new hire within the organization collate names, job roles, grade and bank verification (BVN).</p> <p>1.1.2. Prepare the letter to CBN and get the letter signed either by MD or CPO</p> <p>1.1.3. Once we have the approval this would be sent via mail and hard copies to CBN within 30 days of their assumption of duty</p> <p>1.1.4. Get board approval for AGM and above upon resumption – Names, Job Role, Grade and Bank verification would be sent via mail and hard copies to CBN within 30 days of their assumption of duty.</p> <p>1.1.5. Ensure we get an acknowledge copy from CBN</p> <p>1.1.6. Ensure we get a letter from CBN stating that the list of new hires sent to CBN has been cleared.</p>		
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