

Standard Operating Procedure (SOP)

Document Title: End-to-End Hiring Process

Department: Human Resources

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1. Purpose

To define a standardized, fair, efficient, and legally compliant process for recruiting and hiring new talent at TechVision Solutions. This ensures a consistently positive candidate experience, maintains rigorous compliance with all relevant employment laws, mitigates unconscious bias, and systematically helps us identify and secure the best possible candidates to drive company growth and uphold our cultural values.

2. Scope and Responsible Personnel

This SOP applies to all departments initiating a new hire. The process is a collaborative effort between:

Hiring Manager: Owns the business justification, job description, and final hiring decision.

HR Recruiter: Manages the end-to-end process, including sourcing, screening, coordination, and compliance.

Interview Panel: Typically consists of 2-3 individuals, including the Hiring Manager, a potential peer, and a "bar-raiser" from an unrelated department to ensure objective standards.

3. Detailed Procedure

Step 1: Requisition Approval & Job Description Finalization

The Hiring Manager submits a formal Job Requisition Form via the HRIS (BambooHR). This must include a detailed, updated job description with key responsibilities, required and preferred qualifications, and the budgeted salary range. A clear business justification is mandatory.

The requisition requires sequential approval from the Department Head, the Head of HR (to ensure fairness and compliance), and the CFO (for budget approval).

Once approved, the HR Recruiter partners with the Hiring Manager to refine the job description for clarity and appeal, and to identify core competencies to be assessed.

Step 2: Strategic Sourcing & Rigorous Screening

The HR Recruiter executes a multi-channel sourcing strategy: publishing the role on LinkedIn, specialized job boards (e.g., Stack Overflow for tech roles), and leveraging our employee referral program.

The recruiter conducts an initial, structured phone screening (approx. 30 minutes) to assess basic qualifications, cultural fit, salary expectations, and motivation. A standardized scorecard is used for all candidates to ensure consistency and reduce bias.

A shortlist of 5-8 candidates who best meet the core criteria is presented to the Hiring Manager for review.

Step 3: Structured Interview Process

Round 1: Hiring Manager Interview (60 mins): Focus on deep-dive into skills, relevant experience, problem-solving abilities, and role-specific competencies. Uses a consistent set of behavioral questions for all candidates.

Round 2: Technical / Team Fit Interview (90 mins): A panel interview with 2-3 potential future colleagues. Includes a practical component (e.g., a brief presentation, a case study walk-through, or a paired programming session for developers) to assess technical and collaborative abilities in a realistic scenario.

Round 3: Cultural Fit & "Bar Raiser" Interview (45 mins): Conducted by a trained senior leader from a different department. This interview is designed to assess alignment with TechVision's core values (Innovation, Collaboration, Customer-Centricity, Integrity) and to ensure we are "raising the bar" with each hire, regardless of the role.

Step 4: Selection, Reference Checks, and Offer

The hiring team holds a structured debrief meeting immediately after the final interviews. Each interviewer presents their scored feedback, and a collaborative decision is made.

Upon selection of the top candidate, the HR Recruiter conducts formal reference checks with at least two previous managers.

A formal, written offer letter is extended by HR, detailing title, start date, salary, benefits, equity (if applicable), and any other conditions. Verbal offers are followed up in writing within 4 hours.

Step 5: Onboarding and Integration

Upon signed acceptance, HR triggers the comprehensive pre-onboarding process, which includes background checks, IT equipment provisioning, and system access setup.

The Hiring Manager, in partnership with HR, develops a structured 30-60-90 day onboarding plan with clear goals and milestones, which is shared with the new hire before their start date.

A designated "Onboarding Buddy" from the team is assigned to help the new hire navigate their first month.

4. Timeline and Compliance

The entire process, from requisition approval to formal offer, should aim to be completed within 4-6 weeks to remain competitive for top talent. All steps must comply with local labor laws and

data privacy regulations (GDPR, CCPA). Interview notes and scorecards are retained in the candidate's file for a standard period of two years.

5. Success Metrics

The effectiveness of our hiring process is measured by:

Time-to-Fill: Average < 45 days.

Quality of Hire: Measured by first-year performance review scores and retention rates after 12 months (Target > 90%).

Candidate Satisfaction Score: Collected via a post-process survey; target >4.5/5.

Offer Acceptance Rate: Target > 80%.

Diversity of Hires: Tracking the diversity of our candidate pools and new hires against industry benchmarks.