



RECRUITMENT & ONBOARDING

9th August 2019



Quality
ISO 9001
SAI GLOBAL



Health & Safety
AS 4801
SAI GLOBAL



Environment
ISO 14001
SAI GLOBAL



AGENDA

Pg.3 - Training Objective

Pg.4 - Accessing: Procedure and Links

Pg.5 - Position Requirements –Advertising Tips

Pg.6 - IMS.HRM.001 QCC Corporate Position

Pg.7 - Pre-employment Advertising

Pg.8 - Interviews



Pg.9 - Candidate receive Employment Package

Pg.10 - FRM.HRM.001 Employment Package + Check List

Pg.11 - FRM.HRM.001 Employment Package Contents

Pg.12 - Documents and Form Flow - Part 1

Pg.13 - Documents and Form Flow - Part 2

Pg.14 - Responsibilities

Pg.15 - Next Step Induction



RECRUITMENT & ONBOARDING



Training Objective

To define how suitable staff are:

- ✓ IDENTIFIED
- ✓ SCREENED
- ✓ RECRUITED

Accessing: HRM.PRD.001 Procedure Recruitment & Onboarding

**EXCLUSIVE ACCESS TO
AUTOMATED
DOCUMENTS**

- ✓ **PROCESS ORIENTATION**
- ✓ **LINKS FOR REFERRED TO:**
 - **DEPARTMENTS/E-MAIL**
 - **FORMS AND OTHER DOCUMENTS
RELATED TO SPECIFIC PROCESS**

**SAVING TIME AND MAKING THE
PROCESS CLEAR!**



Procedure
Recruitment & Onboarding

Version ej1

Recruitment & Onboarding
REF: HRM.PRD.001

Responsibilities

- Respective Departments and their management team are responsible for ensuring the candidate fits to the position available and follow all interview process, please refer to the documents [FRM.HRM.003](#), [FRM.HRM.004](#) and [FRM.HRM.005](#).
- Respective Departments and their management team are responsible for ensuring the candidate receives an Employment Package and understands all contents of it, please refer to the document [FRM.HRM.001](#).
- Respective Departments and their management team are responsible for ensuring the Human Resources Department receives all recruitment and onboarding information from the candidate correctly and completed.
- Human Resource Department is responsible for reviewing, approving and maintaining all employee files.
- Human Resource Department is responsible for submitting the Letter of Offer of Employment to the employee

Links to Forms and Documents



DEFINING POSITION REQUIREMENTS

As soon as a department identifies the need of a new employee, the first step is to define the Position Requirements

Advertising Tips

- **[Job Title]**

Formal position title

- **Reports To**

The [job title] will report to [positions title or titles this position reports to]

- **Job Overview**

Provide a brief, 4-sentence description of the role, what success in the position looks like, and how it fits into the company overall

- **Responsibilities and Duties**

Provide a bullet point of the responsibilities and duties of this job

- **Qualifications**

Provide a bullet point list of the qualifications that are necessary for someone to fill this position

- **Documents**

Provide a bullet point list of the documents necessary for the candidate to send for the recruitment contact

- **Contact/Deadline**

Provide the Recruitment contact details and application deadline

Job titles referred to:
IMS.HRM.001 QCC Corporate Position

IMS.HRM.001 - QCC Corporate Position

When advertising employment opportunities, the relevant “IMS.HRM.001 - QCC Corporate Position” should be referred to:

Corporation Position		Position Description	Team Member	Initials	Current Position Description
Area Manager	PD-001	1	Andre Walther	AW	PD-010
Accounts Administrator	PD-002	2	Angel (Giovany Myorga)	GM	PD-019
Area Supervisor	PD-003	3	Anna Bott	AB	PD-010
Business Development Manager	PD-004	4	Arlindo Junior	AJ	PD-017
Business Excellence Manager	PD-005	5	Cristiano Padilha	CP	PD-010
Chief Executive Officer	PD-006	6	Daniel Taui	DT	PD-015
Chief Financial Officer	PD-007	7	Danilo Paes	DP	PD-016
Chief Operating Officer	PD-008	8	TBC	DH	PD-012 / PD-004
Commercial Cleaner	PD-009	9	Debora Belo	EG	PD-010
Customer Relationship Manager	PD-010	10	Diana Olaya	DO	PD-002
Design and Marketing Analyst	PD-011	11	Diego Torres	DT	PD-001
Help Desk Coordinator	PD-012	12	Edi Nicacio	EN	PD-013
HSQE Statutory Compliance Manager	PD-013	13	Eduardo Abreu	EA	PD-006
Human Resources Group Manager	PD-014	14	Erick Goncalves	EG	PD-019
IT Analyst	PD-015	15	Flavia Moraes	FM	PD-014
National Operations Coordinator	PD-016	16	Francisco Leal	FL	PD-010
Quality Assurance Inspector	PD-017	17	Guilherme Giampietro	GG	PD-005
Rapid Response Field Operator (Runner)	PD-018	18	Gustavo Fagundes	GF	PD-001
Rapid Response Operations Coordinator	PD-019	19	Janaina Matogoli	JM	PD-021 / PD-015
Site Supervisor	PD-020	20	Jayne Cavalcanti	JC	PD-013
Technology Support Relations	PD-021	21	Juan Mejia	JM	PD-001
Management Structure		22	Kaique Firme	KF	PD-001
Cost Centre		23	Lina Ortiz	LO	PD-002
24/7 Rapid Response Department	CC-001	24	Lorena Savu	LS	PD-019
Executive Management Department	CC-002	25	Luan Ramos	LR	PD-001
Finance Department	CC-003	26	Luis Filardi	LF	PD-007
Helpdesk / Secretarial Department	CC-004	27	Marcelo Fagali	MF	PD-001
IT / Marketing Department	CC-005	28	Marcelo Marques	MM	PD-017
Operations Department	CC-006	29	Marco Tulio	MT	PD-015
HSQE Statutory Compliance Department	CC-007	30	Maurilio Mota	MM	PD-010
QCC South Australia State Department	CC-008	31	Paulo Franco	PF	PD-010
QCC Victoria State Department	CC-009	32	Poppy Wang	PW	PD-002
		33	Priscila Rubiana	PR	PD-001
		34	Rafael Jesus	RJ	PD-011
		35	Ricki Palmer	RP	PD-008 / PD-004
		36	Rogério Werbicky	RW	PD-001
		37	Sarah Caiafa	SC	PD-013

Where to advertising?

PRE-EMPLOYMENT ADVERTISING

- ✓ Word of mouth 
- ✓ Online – Gumtree, Seek, Facebook
- ✓ Internal promotion
- ✓ Printed media – newspaper, flyer/poster
- ✓ Existing contract staff



INTERVIEWS

- A review of candidates may include other management and/or departments or committees
- The Human Resource department will assist and support throughout this process



- ✓ Candidates Shortlist
- ✓ Interviews register
- ✓ Selection



CANDIDATE RECEIVE Employment Package




If an Operational Manager started the hiring process of a cleaner, this manager will be responsible for:

- ✓ Sending the FRM HRM.001 Employment Package to the successful candidate for completion
- ✓ Giving orientation and clarifying any further questions about the documentation needed
- ✓ Tracking the devolution and conformity of the documents/forms, before forwarding it

FRM.HRM.001 Employment Package

CHECK LIST




 CONFIDENTIAL Application for Employment		Version ej1
QCC Employment Pack		REF: FRM.HRM.001
Employment Checklist (OFFICE USE ONLY) – Manager to Complete		
Please complete all sections to ensure all documentation is submitted (this is mandatory)		
SECTION 1 – Documentation Checklist		
<input type="checkbox"/>	Employment Application	
<input type="checkbox"/>	Employment Declaration	
<input type="checkbox"/>	Superannuation Choice Form	
<input type="checkbox"/>	Tax File Declaration Form	
<input type="checkbox"/>	Department of Immigration and Citizenship (DIAC) – must be supplied if in Australia on a visa	
<input type="checkbox"/>	Job Description Signed	
<input type="checkbox"/>	Criminal History Check Supplied by candidate (this is mandatory)	
Please include the following items when returning your employment forms (this is mandatory)		
SECTION 2 – Identification & Licences		
<input type="checkbox"/>	Photo Identification – Passport or Drivers Licence	
<input type="checkbox"/>	Proof of Australian Working Status – Australian Citizenship Certificate or Australian Passport or Work Visa or Australian Birth Certificate or Medicare Card	
<input type="checkbox"/>	A copy of each Licence declared in Part C of the Employment Application	



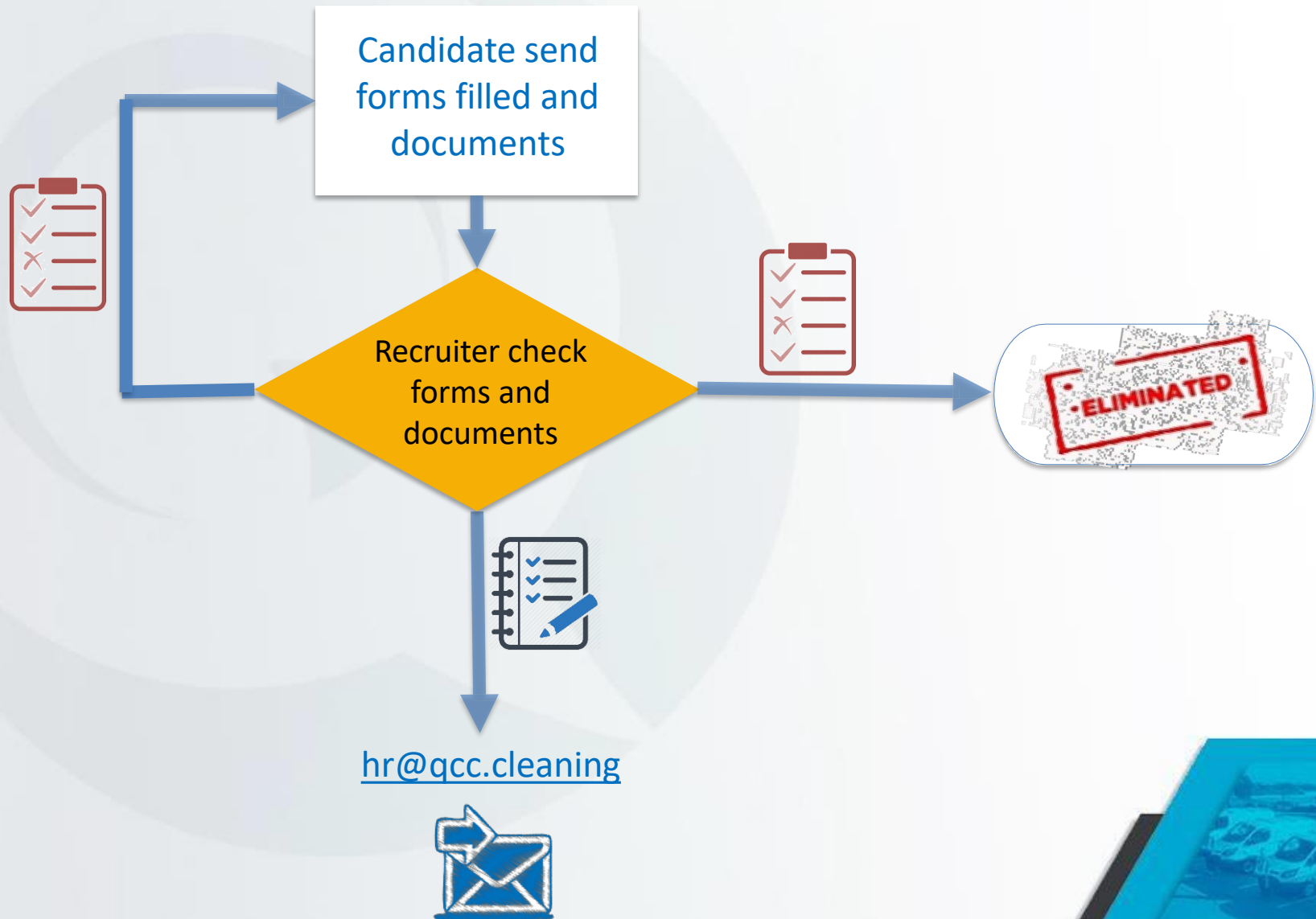
EMPLOYMENT PACKAGE CONTENTS:

- a. Employment Application
- b. Employment Declaration
- c. Superannuation Choice Form
- d. Tax File Declaration Form
- e. Department of Immigration and Citizenship (DIAC) – must be supplied if in Australia on a visa
- f. Job Description Signed (if available)
- g. Criminal History Check Supplied by candidate (this is mandatory)



The following items must be provided when returning your employment forms to Human Resources Department

- ✓ Photo Identification – Passport or Drivers License
- ✓ Proof of Australian Working Status – Australian Citizenship Certificate or Australian Passport or Work Visa or Australian Birth Certificate or Medicare Card
- ✓ A copy of each License declared in Part C of the Employment Application




FRM.HRM.002




RH send Letter of Offer of Employment to Candidate

HR execute required processes e.g. superannuation, visa checks etc



Candidate accepted, signed, dated and sent the letter to payables@qcc.cleaning

Payroll Reviewed Budgeted Position & created employee file



RESPONSABILITIES

Departments
and their
management
teams

Responsible for ensuring the candidate fits to the position available and follow all interview process by

✓ Referring to the documents:

- **FRM.HRM.003 Field Operative Interview**

Questions Character

- **FRM.HRM.004 Field Operative Interview**

Questions Experience

- **FRM.HRM.005 English Language Proficiency Test**

✓ Sending the Employment Package and understands all contents of it, Referring to the document

FRM.HRM.001 Employment Package.

✓ Ensuring the Human Resources Department receives all recruitment and onboarding information from the candidate correctly and completed.

✓ Ensuring the employee returns the Letter of Offer of Employment signed to Finance / Payroll Department

Human
Resources
Department

✓ Responsible for reviewing, approving and maintaining all employee files.

✓ Submitting the Letter of Offer of Employment to the employee for signing, please Referring to the document:

FRM.HRM.002 Letter of Offer of Employment.

Payroll
Department

✓ Responsible for ensuring employee is set up in payroll system with correct pay rates



NEXT STEP...

