



# Recruitment Pack

06/03/2018

## SELF-SUFFICIENT RECRUITMENT PROCESS OVERVIEW



# RECRUITMENT GUIDE - TOP TIPS



## 1) Request Vacancy on the WFM Website - Manager

**You need to raise your vacancy requests on the WFM website where they will be reviewed within 1 working day by the WFM team. If you are over budget you will need to add detailed comments**

### THINGS TO KNOW:

Peak Temps vacancies will be completed centrally on your behalf

Before requesting any vacancies ensure all future changes and leavers are processed on MyHub. The WFM website will update overnight

### • THINGS NOT TO DO:

- Do not raise vacancies directly on MyHub
- Stating “**RM authorised**” in the comments box is not sufficient and will delay the process. You will need to inform us of your plan to manage your ongoing contract base and bring back in line.

## 2) Vacancy Created on MyHub – WFM Team

**The WFM Team will create the vacancy on MyHub and send approval to HRSSC to post the advert**

### • THINGS TO KNOW:

- WFM will check all vacancy requests to ensure it fits within your max contract base. This is not your current SOH budget, but the budget we need the store to be able to get to at quieter times throughout the year. If approved, the vacancy will be raised for you by the WFM team.

Continue to check your emails for updates on your open vacancies, failure to do so may result in a delay with your recruitment .

## 3) Advertise Vacancy - HR Shared Service

**HR Shared services will post the vacancy within 24 hours of approval from WFM**

### • THINGS TO KNOW:

- The vacancy will remain open until it is filled and all colleagues are on boarded
- All vacancies are initially posted for 30 days
- You can see whether your vacancy has been advertised or has expired on MyHub or by using the following Help card:  
[https://dixonsretail.sharepoint.com/:b:/g/retail/myhub/EYuVmHB4v55GldUIE8sVuNgBMMrtAD\\_dQUGIQ6dFdQUs3A](https://dixonsretail.sharepoint.com/:b:/g/retail/myhub/EYuVmHB4v55GldUIE8sVuNgBMMrtAD_dQUGIQ6dFdQUs3A)

### • THINGS NOT TO DO:

- If your advert has expired, do not re-raise the vacancy again as it is still open. HRSSC can repost this vacancy by emailing them prior to the vacancy expiring.
- Do not change the status of a vacancy. This will automatically be done at the relevant steps of recruitment

# RECRUITMENT GUIDE - TOP TIPS



## 4) Review Candidate Applications - Hiring Manager

**Review your candidates from the My Recruitment section of Myhub. Select your candidates and click candidates**

### • THINGS TO KNOW:

- If a candidate has applied for a position but you cannot see their application – They may have failed their SJQ or have not fully completed it. Please ask them to resubmit and escalate to [Careers@dixonscarphone.com](mailto:Careers@dixonscarphone.com) if you continue to have issues.
- If you do not receive the number of applications you hoped for after 30 days, HRSSC can repost the vacancy and request additional job board sponsorship for you on a case by case basis

### THINGS NOT TO DO:

- Do not drag and drop candidates through the stages on the candidate pages. Always click save and follow all steps through the process to avoid delays

## 5) Complete Telephone Screen - Hiring Manager

### • THINGS TO KNOW:

- The telephone screening selection materials can be found here:  
[https://dixonsretail.sharepoint.com/retail/myhub/Documents/Retail%20Sales%20Colleague%20Selection%20Materials/Sales%20Colleague%20Assessment%20Materials\\_Telephone%20Screen%20Checklist.pdf](https://dixonsretail.sharepoint.com/retail/myhub/Documents/Retail%20Sales%20Colleague%20Selection%20Materials/Sales%20Colleague%20Assessment%20Materials_Telephone%20Screen%20Checklist.pdf)

## 6) Complete Assessment & Collect RTW Documents – Hiring Manager

### • THINGS TO KNOW:

- When taking right to work documents, they must have the correct wording attached. Use the template found on page 8 every time
- A driving license is not a valid right to work document
- Before offering a contract to a candidate you will need to complete and submit the budget check form on MyHub

# RECRUITMENT GUIDE - TOP TIPS



## 7) Submit Pre-Offer Check - Hiring Manager

*Submit the pre-offer form on MyHub*

### • **THINGS TO KNOW:**

- Only enter numbers in to the contract hours field on MyHub. EG: 8 not 8Hrs
- Ensure you save the form and attach all documents

### • **THINGS NOT TO DO:**

- Do not verbally offer to candidate before the pre offer budget check has been approved.
- Do not enter 0 in the contract hours field

## 8) Approve Hours to Offer - WFM

*WFM will receive the offer details and review within 24 hours*

### • **THINGS TO KNOW:**

- The WFM team will review if this is within budget. If approved you will be notified. If this takes you over it will be rejected.
- The team will take all future changes processed on MyHub into account. Please process these changes before submitting the budget check

## 9) Complete Pre-Offer Check - HR Shared Service

*HRSSC will complete the proof of eligibility to work in the UK and any required background checks*

### • **THINGS TO KNOW:**

- Keep an eye on your emails. If there are any issues with right to work documents or more details are required

# RECRUITMENT GUIDE - TOP TIPS

## 10) Complete Offer on Myhub

*Hiring Manager*

### • **THINGS TO KNOW:**

- Only complete this step once HRSSC has approved

## 11) Verify Onboarding Details & Issue Contract

*HR Shared Service*

### • **THINGS TO KNOW:**

- All successful candidates will need to attend an Ignite training course before they can work in store (CPW Only)
- Colleagues must sign their contracts by logging into MyHub the Thursday before they are due to start (MyHub login details will be sent to the email they registered with)
- Currently candidates cannot sign their contracts on all versions of safari browsers (iPhone etc). Ask them to complete on Chrome or ask them to come in store
- Ignite hours will need to be added onto STAR for 29 hours to ensure the colleague is paid (CPW only)

## 12) Sign contract

*Candidate*

### • **THINGS NOT TO DO:**

The candidate cannot start instore until they have signed their contract. And attended any training

## Key dates



### **Peak Ignite Courses:**

**Starting 22/10/2018 with a last course on 03/12/2018.**

# Right to Work Document – Verification Template



Place this template on each page of the document(s) you're checking and submitting as evidence of RTW. Ensure this is positioned on the page where it doesn't cover the image or written content on each page.

Carried out right to work check and have seen the original document on the date stated below. Tick appropriate circle, if applicable before signing below.

☐ I confirm this is a true likeness of ....., where presented with an expired EU/EEA Passport.

☐ I have seen proof of name change (e.g. Marriage Certificate or Deed Poll Certificate), where name does not match with the original document.

A photocopy has been made by:

Name: .....

Job Title: .....

Date: .....

Signature: .....

- **Please ensure that the template is used verifying proofs as if not verified correctly this will cause a delay in onboarding colleagues**
- **Managers guide to RTW is available on MyHub should anyone have any queries**
- **RTW documents sent to HRSC will be processed within 24 SLA of receipt. Please ensure they are labelled correctly.**



### **I have interviewed a candidate but I think they are more suitable for a different vacancy in my store. How do I move a candidate between vacancies?**

Contact HR Shared Services ([HRSharedServices@dixonscarphone.com](mailto:HRSharedServices@dixonscarphone.com)) with the full candidate name, current vacancy reference number and the reference number of the vacancy they need to be transferred to. They will be able to move the candidate and then send them an email link to apply.

Alternatively, you can ask the candidate to re-apply for the new vacancy on our careers site. Once the candidate has already created a profile to apply for their 1st vacancy, it's much quicker and simpler for them to apply for a 2nd or 3rd vacancy.

### **I submitted a candidate's Right to Work (RTW) documents 3 days ago but the candidate is still sat in pre-offer check. What should I do?**

To start with, check your emails as HR Shared Service will email the Hiring Manager if the RTW documents are incorrect and request they are re-sent. Any delay in providing the correct documents will delay the pre-offer check being completed.

Did you know 50% of RTW documents submitted to HR Shared Services are incorrect? Make sure you've checked the RTW policy and are submitting the correct proofs. On average this is adding 3days to your recruitment timeframe.

# FAQs - Onboarding



## How do I know what stage of onboarding my new starter is at?

You can view your new starter's onboarding process in the 'onboarding/offboarding' section on MyHUB. Further instructions on how to access and navigate this section can be found on the 'How to Navigate the Onboarding Dashboard' help card on the MyHUB Portal: [HERE](#)

- If your new starter's status is 'Pending Verification' then the process is still with HR Shared Service to send the paperwork.
- If your new starter's status is 'Paperwork Incomplete' then the new starter has been sent their paperwork and must complete it ASAP.
- If your new starter's status is 'Paperwork Complete' then the process is with HR Shared Service to complete the onboarding process and move their record into the core HR system (Employee Central) 1 working day before their start date.

## My new starter's start date has been pushed back by HR Shared Service. Why is this?

The most likely reason is that the new starter hasn't completed their paperwork therefore cannot start in the business until they have.

## FAQs - Onboarding



### **My new starter has already started in the business but isn't on MyHUB?**

This is most likely due because your new starter hasn't completed their paperwork and has been started in the business before their set start date by HR Shared Service. No new starters should be working in store before their official start date or prior to completing their paperwork.

If they have completed their paperwork, then contact [HRSharedservices@dixonscarphone.com](mailto:HRSharedservices@dixonscarphone.com)

### **I need to change my new starter's start date; how do I do this?**

You need to contact HR Shared Service ([HRsharedservices@dixonscarphone.com](mailto:HRsharedservices@dixonscarphone.com)) to change their start date. Don't forget, contract start dates will always be confirmed as a Sunday.

### **I have sent a scanned document into HR Shared Service and it's been over the SLA but I haven't had a response?**

Rather than sending a scanned document to HR Shared Service straight from the scanner please send it to your work email account and then send it on to HR Shared Service with a subject line stating the reason for the attached documents e.g. CPW transfer – colleagues name – employee number – vacancy number (if applicable)