

# iSpace - Recruitment Process

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**Approved by:** Milan Mahapatra

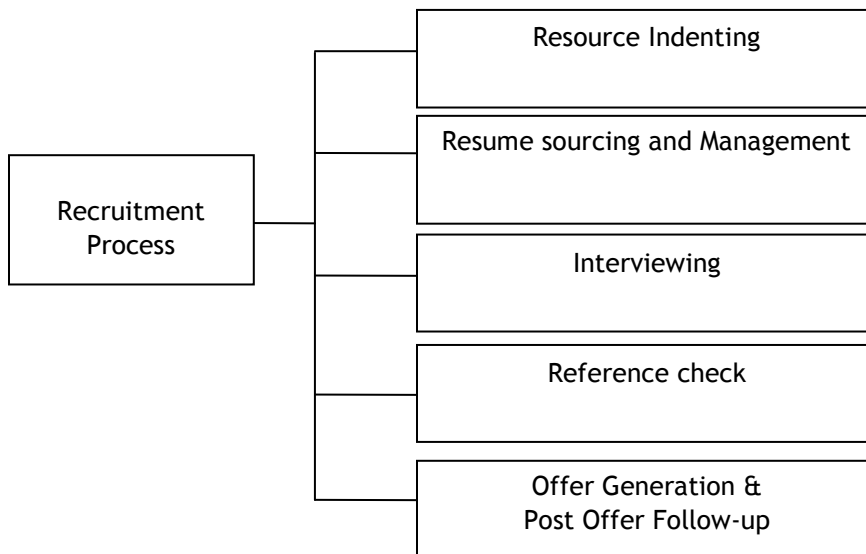
## Revision History

Version	Approval Date	Description of change(s)	Author(s)	Change ref. (Process Change Request No.)
1.0	1 <sup>st</sup> May 2007	New Process Document	Md.Mohsin	NA
1.1	23 <sup>rd</sup> April 2008	Change in name of company from Adeptio to iSpace Global Services (India) Pvt. Limited	Md.Mohsin	As decided by the Management
1.2	30 <sup>th</sup> November 2009	Reference Check: HR carries out reference checks for all positions except for process associates of BPO and for candidates who are referred by our employees.	Md.Mohsin	As decided by the Management

## Table of Contents

<b>Process Flow Diagram: Recruitment Process.....</b>	<b>2</b>
<b>Scope .....</b>	<b>3</b>
<b>Objective.....</b>	<b>3</b>
<b>Process Description .....</b>	<b>3</b>
<b>Sub-Process iSpaceRECTPR1 – Resource Indenting .....</b>	<b>3</b>
<b>Sub-Process iSpaceRECTPR2 - Resume Sourcing and Management.....</b>	<b>3</b>
<b>Sub-Process iSpaceRECTPR3 – Interviewing .....</b>	<b>4</b>
<b>Sub-Process iSpaceRECTPR4 – Reference Check .....</b>	<b>4</b>
<b>Sub-Process iSpaceRECTPR5 – Offer Generation &amp; Post Offer Follow-up .....</b>	<b>5</b>
<b>Templates .....</b>	<b>5</b>
<b>Performance Measures .....</b>	<b>5</b>

## Process Flow Diagram: Recruitment Process



# Recruitment Process

## Scope

This process is applicable for the recruitment of employees for iSpace India.

## Objective

To meet the manpower requirement by recruiting the right person for the right job at the right time at the right cost.

## Process Description

The recruitment process briefly explains steps involved in all the major activities of recruitment in iSpace. The activities are covered in five sub processes.

### Sub-Process iSpaceRECTPR1 - Resource Indenting

#### Process Activities

No.	Activity	Responsibility
1	Raise the Resource indent Ref Template iSpaceRECTTP1 / Email.	Function Head
2	Review and Approve the Resource Indent	iSpace Head
3	Handover the approved indent (Hard copy/Email)	Function Head
4	Update/Track the indents. Through Resource Indent Database Tracking iSpaceRECTTP2	HR Executive

### Sub-Process iSpaceRECTPR2 - Resume Sourcing and Management

#### Process Activities

No.	Activity	Responsibility
1	Based on the approved indent source the resume thru internet, Advertisement, employee referrals, Direct approaches and consultants and prepare cost allocation Ref Template iSpaceRECTTP3.	Senior Manager - HR
2	Screen the resumes from all the sources	HR Executive
3	Check for duplicates and communication Ref. Template iSpaceRECTTP4	HR Executive
4	Short list the most suitable resume that match the resource indent	HR Executive and Technical Prime
5	Create an interview schedule in coordination with Manager - HR	HR Executive
6	Communicate to panel and candidates.	HR Executive

## Sub-Process iSpaceRECTPR3 - Interviewing

### Process Activities

No.	Activity	Responsibility												
1	If the candidate is currently employed in Hyderabad schedule the interview locally otherwise arrange for a telephonic interview	HR Executive												
2	Form a interview Panel based on the type of indent and as per below matrix <table border="1"> <tr> <th>Function</th><th>Interview Panel</th><th>Remarks</th></tr> <tr> <td>IT</td><td>Project Lead / PM / Senior Manager - HR</td><td>Senior Vice President to meet candidates on need</td></tr> <tr> <td>BPO</td><td>Process Leader / Head - BPO / VP - HR / Senior Manager - HR / HR Exec (Entry level BPO positions will have minimum 2 levels of interviews ie. Ops &amp; final HR I'view.</td><td>Senior Vice President to meet for TC &amp; above</td></tr> <tr> <td>Functional Positions</td><td>Functional Head / Senior Manager - HR</td><td>Senior Vice President to meet Support Function hires.</td></tr> </table>	Function	Interview Panel	Remarks	IT	Project Lead / PM / Senior Manager - HR	Senior Vice President to meet candidates on need	BPO	Process Leader / Head - BPO / VP - HR / Senior Manager - HR / HR Exec (Entry level BPO positions will have minimum 2 levels of interviews ie. Ops & final HR I'view.	Senior Vice President to meet for TC & above	Functional Positions	Functional Head / Senior Manager - HR	Senior Vice President to meet Support Function hires.	Senior Manager - HR
Function	Interview Panel	Remarks												
IT	Project Lead / PM / Senior Manager - HR	Senior Vice President to meet candidates on need												
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Functional Positions	Functional Head / Senior Manager - HR	Senior Vice President to meet Support Function hires.												
3	Interview the candidate as per the resource requirement	Interview Panel												
4	Summarize the Interview comments in iSpaceRECTTP5 for HR Interviews Ref. Template, iSpaceRECTTP6 Ref.Template for technical assessment interviews and iSpaceRECTTP7 Ref. Template for Support function interviews.	Interview Panel												

## Sub-Process iSpaceRECTPR4 - Reference Check

### Process Activities

No.	Activity	Responsibility
1,	Where ever reference check is requested same shall be done.	HR Team
2.	Request for references from short listed candidate of his previous reporting managers.	HR Team
3.	Reference checks : <b>IT &amp; SS:</b> To be done for all shortlisted candidates <b>BPO</b> : Team captain & Above to be done <u>HR carries out reference checks for all positions except for process associates of BPO and for candidates who are referred by our internal employees.</u>	HR Team
4.	Carry out reference check with the names given thru phone/Email or Telephone	HR Team
5.	Record the reference comments Ref Template iSpaceRECTTP8 in case of telephone reference check	HR Team
6.	If the candidate is selected then Offer Generation & Post Offer Follow-up Ref Template iSpaceRECTPR5	HR Team

## Sub-Process iSpaceRECTPR5 -Offer Generation & Post Offer Follow-up

### Process Activities

No.	Activity	Responsibility
1.	Review data from HR assessment form Ref Template iSpaceRECTTP5	Senior Manager - HR
2.	Verify the salary expected from the candidate to our existing band	Senior Manager - HR
3.	Parity check with same band or Equivalent	Senior Manager - HR
4.	If the salary expected does not fit the ISpace band then convey the salary offered by iSpace to candidate. If the candidate accepts issue offer Ref Template iSpaceRECTTP9 and confirm the date of joining. If he declines exit the process.	Senior Vice President
5.	Follow up with the candidate	HR Executive
6.	Appointment letter Ref. Template iSpaceRECTTP10 will be issued on joining	Senior Vice President
7.	Follow up with the candidate	HR Executive
8.	Once candidate joins update Resource Indent database iSpaceRECTTP2 - & Offer Database iSpaceRECTTP11	HR executive

### Templates

iSpaceRECTTP1 - Resource Indent  
iSpaceRECTTP2 - Resource Indent database  
iSpaceRECTTP3 - Recruitment cost allocation Sheet  
iSpaceRECTTP4 - Central resume database  
iSpaceRECTTP5 - HR assessment  
iSpaceRECTTP6 - Technical Interview Assessment  
iSpaceRECTTP7 - Support Service Assessment Sheet  
iSpaceRECTTP8 - Reference check  
iSpaceRECTTP9 - Offer letter  
iSpaceRECTTP10 - Appointment Letter  
iSpaceRECTTP11 - Offer database

### Performance Measures

1. Recruitment cost
2. Recruitment lead time