



Lot 2: Permanent Recruitment Specification



1. Introduction

This specification relates to the search and selection of permanent workers. This will include senior executive roles in the organisation, such as head of service, director, chief officer, who will be employed to fill permanent positions within the organisational structure. Whilst the framework does not have upper or lower salary threshold for the roles, the customers usually carry out their own recruitment for more junior positions. Therefore, the examples in the pricing schedule are based on senior roles.

The customers will be able to either invite providers through further competition or direct award. The aim of this lot is to allow customers to have the flexibility to work with providers to successfully deliver all services related to the appointment of recruits.

The framework may be used for the one-off recruitment of permanent workers and the potential for a long-term partnership for the recruitment of permanent workers.

It is expected that the providers will be able to offer a range of specialisms, which will include advice and specialist headhunting on roles that could be difficult to fill, such as education and social care and senior level appointments. We are looking for providers who can provide innovative solutions and ensure customers are presented with appropriate candidates from a range of backgrounds. It is essential that each provider is an established search and selection expert which, for each new campaign, can undertake a fresh search for candidates and source a genuinely new longlist.

The providers must be able to cover all roles (there is no upper or lower fee for roles) in the public sector (local and central government, emergency services, housing, healthcare, higher education, schools, MATs and charities), on a national basis in all regions across the UK (including Scotland and Wales), on every working day of the year, excluding Bank Holidays. It is expected that the providers shall offer tailored services to the customers in each sector and locality.

The cover must be sufficient to allow customers to fulfil positions. These services may change depending on the customers' individual requirements and providers must be flexible. It may be that some customers would benefit from an on-site presence; this would be discussed at implementation. Successful providers must be able to deliver all the job categories that a customer may require relevant to the market, including, but not limited to:

- Social care
- IT
- Planning
- Finance
- Legal
- Housing
- Health and safety
- HR
- Procurement
- Facilities management

2. Providers requirements

All providers will be required to:

- Undertake vetting checks as set out and agreed in the call-off contract:
 - Minimum of two references relevant to the job
 - Employment history relevant to the job
 - CV relevant to the job
 - DVLA checks (if required)
 - Identity/nationality checks with agency workers in accordance with UK border and immigrations guidelines
 - Criminal records
 - DBS checks (if relevant to the job)
 - Qualification check
- When sharing candidate information via e-recruitment systems with the contracting authorities, ensure that appropriate permission has been sought
- Anonymise CVs and applications as maybe required by the customer
- Not send speculative CVs
- Provide a fresh search each time a customer awards, unless pre-approved from the customer
- Only pass on expenses to the customer when the candidate has passed the long listing stage, at actual cost (with copy receipts) and with the prior agreement of the contracting organisation
- Undertake a customer satisfaction survey (with candidates and customer) at the end of each campaign and share the findings with client within four weeks
- If no candidate is deemed as suitable, determine reasons and work with the organisation to amend the assignment if necessary, and continue the assignment at no extra fee until shortlist and/or appointment is made
- No charge for attendance at meetings (including evening)

Support the customer by embracing and including their values - including all aspects of diversity in service delivery, and by undertaking a programme of work that challenges stereotypes and increases the proportion of candidates who are underrepresented in the workforce.

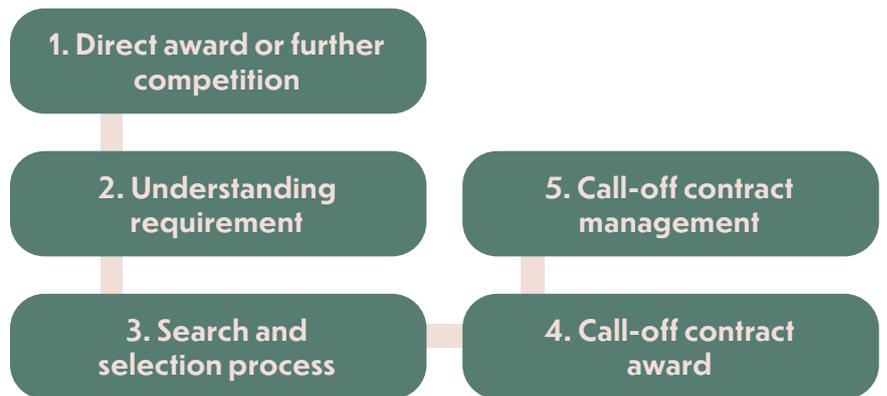
Turnaround timescales for the provision of the permanent recruitment services will be discussed with each customer individually and included in the KPI's and then monitored by YPO and the customer under the terms of the framework agreement, the order form, and the call-off contract and any similar documents that may be required by a customer.

A variety of communication methods must be available to customers. Premium rates must not be charged if customers are using a phone booking system. No calls or systems can include any additional costs including no premium call costs for booking systems

3. Process to recruit an interim – call-off process

Detailed below is the process for undertaking a call-off contract from the LGRP framework through direct award or further competition.

Please note that the process below is a guide, each customer may decide to make amendments in the processes mentioned throughout the specification, this will be discussed and agreed when they carry out a direct award or a further competition.



3.1 Direct award or further competition

The customer will review its recruitment requirements and can appoint a provider through a further competition or a direct award, as per the guidelines as per the guidelines in the framework management document.

3.2 Understanding requirements

The provider(s) and customer should set up an initial meeting to discuss in further detail the requirements of the customer. This meeting should be attended by the named consultant(s) and account manager. The customer should provide (but not limited to);

- Salary expectations (including any cap) - pay rates must be disclosed to the candidates, to ensure transparency and prevent re-negotiation at start of the placement
- Organisation structure appropriate to the post
- Job description/person specification/role behaviours
- Rationale for the recruitment (i.e. the business case and objectives that candidates will be delivering on)

- IR35 position
- Other information which will inform the process (to be agreed with the framework providers)

The provider must work with the customer through a variety of communication methods to provide an understanding of all customer requirements to ensure the provider supplies the most appropriate candidates for the job. Following the discussion, it is expected that the provider will source suitable candidates for the role.

The provider will agree with the customer a search and selection/recruitment plan including advertising methods, costs and any specific requirements of the customer.

3.3 Search and selection process

Search

The provider will need to agree with the customer a package of good quality information about the role/organisation (electronic in the form of a micro-site or hard copy) and provide this to candidates and liaise closely with customer to answer candidate questions promptly and accurately.

Providers will be required to:

- Provide a 'keep warm' service for candidates - maintain a positive, professional relationship with the candidates, keeping them engaged and informed
- Undertake a fresh and thorough search exercise, tailored to the brief and carried out in a professional and ethical manner, to source a long list of high calibre candidates. This must include a targeted headhunt as well as a database search, unless explicitly agreed with the customer
- Provide the customer with a weekly recruitment activity report detailing at what stage they are at
- If a campaign microsite is required, it must be accessible/compliant with Public Sector Websites Accessibility Regulations 2018
- Candidates CVs presented within the timescales specified by the customer. Alongside the candidate CVs, the provider should present:
 - A summary report demonstrating clearly how each CV submitted meets requirements and showing the candidate's availability
 - A clear breakdown of all costs - the candidates' actual day rate and any anticipated expenses, with a rationale based on market intelligence for the day rate recommended, the provider's margin

Selection

If a candidate is unsuitable, the customer will give reason(s) why. It will be the provider(s)'s responsibility to pass this information onto the candidate. If no candidates are accepted, then it is the providers' responsibility to identify more suitable candidates and understand the customers' requirements.

- Job title
- Campaign/advert live date
- Advert closing date (where applicable)
- Search undertaken
- Applications received
- Candidate feedback which could affect the process/salary considered etc.

The providers may be required to undertake the activities outlined below. The customer, at its discretion can determine what if any support is required:

- Liaise with both customer and candidates on interview/assessment dates to ensure a seamless service
- Be available to take part in long listing, short listing, stakeholder and final panels with the customer. These panels should be attended by the named consultant(s) and account manager
- Undertake briefings to elected members and/or senior managers where they require support with the recruitment process. These briefings should be attended by the named consultant(s) and account manager
- At long listing stage, provide panel members with hard-copy papers (or in a format agreed with the customer) within a deadline before the long listing meeting to be agreed with the customer (typically 3 days), including a short overview of each candidate, with recommendations (for example 'marginal', 'not recommended' or 'recommended') as well as a CV and a brief synopsis of how well the candidate meets the criteria
- Where necessary arrange technical interviews and assessment centres including recommending appropriate tests (online and paper) and providing qualified administrators and/or assessors to administer, score and provide feedback to candidates and panels. Agreement from the participating customer will be required on which technical assessors/administrators to use, if a customer declines to use a recommended administrator/assessor the provider should provide alternatives
- At short listing stage, provide panel members with hard-copy papers (or in a format agreed with the customer) within a deadline before the short-listing meeting to be agreed with the customer (typically 3

days), including a description of each candidate, with recommendations based on how well the candidate performed at technical interview

- Provide suggested interview questions and presentation topics for use at stakeholder and final panel interviews
- At final panel stage provide panel members with hard-copy papers (or in a format agreed with the customer) within a deadline before the interviews to be agreed with the customer (typically 3 days), including reports of candidates' performance at assessment centre (where applicable) and copies of references where these are requested by the panel chair

3.4 Call-off contract award

Once a successful candidate has been identified by the customer, the provider must undertake the following:

- Minimum of two references relevant to the job
- Employment history relevant to the job
- CV relevant to the job
- DVLA check (if required)
- Check identity/nationality with agency workers in accordance with UK border and immigrations guidelines
- Criminal records check if relevant to the job specified
- DBS checks (if required)
- DVLA check (if required)
- Check qualifications including proof, as appropriate to the job
- If the candidate is accepted, then the provider will introduce the candidate to the customer they will be working with and go over any mandatory training

3.5 Call-off contract management

Regular review meetings must be arranged periodically, as required by the customer.

Declined placement

If a candidate is unlikely to take up the placement, the hiring manager must be notified urgently.

The provider will not charge to the customer if the appointed candidate:

- Does not meet the job specification
- Provides incorrect credentials
- Fails any vetting requirements
- Rejects the position or fails to attend
- Is identified as unfit to work

In those circumstances, the provider will investigate and report back to the customer. Depending on the outcome, the customer then has the right to reject the candidate from future recruitment within the customer.

Earlier leaver or non-start

If a candidate leaves employment within six months of date of commencement or does not start after committing to, providing this is not the result of restructuring or a change in responsibilities or reporting lines, the provider must either, at the customer's discretion:

- Undertake to do the work again, charging for advertising and assessment costs and expenses only OR
- Refund the Customer on a sliding scale
 - 0-3 weeks 100% refund
 - 3-5 weeks 80%-50% refund
 - 5-8 weeks 50%-30% refund
 - 8-10 weeks 30%-0% refund

The scale provided above can adjusted and agreed per call-off contract with the customer.