AGHSOLUTIONS

Quality in facilities management, estates and procurement

# Recruitment Process Guide:

## All You Need to Know

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# Introduction

We have exciting opportunities to grow and develop here at AGH Solutions Ltd and we are here to help those who would like to join our amazing team.

This guide talks you through our recruitment process step-by-step alongside our top hints and tips to help you navigate our application process.

**Good Luck!**

# Recruitment Process Overview



# We’re here to support you step-by-step

**Pre-Application**

If you are interested in applying for a job role here at AGH Solutions Ltd, we encourage you to spend some time learning about our organisation and our employee culture.

You can find out more here.

**Have questions?**

Ask away! If you have a question or want to know more about a job you are wanting to apply for, you can contact us prior to submitting your application.

Don't be afraid to use the contact details of the Recruiting Manager on the job advert. This is a great way to find out more about the role prior to interview and will help you when completing your application.

**Disabled applicants**

We encourage everyone to apply for jobs with us and we will consider all applications, regardless of your circumstances. If you have a disability which could prevent you from carrying out any aspects of a post, we still encourage you to apply as it may be possible to make reasonable adjustments to support you in the post. Disabled applicants who meet all of the essential criteria of a vacant post are guaranteed an interview.  (Applicants must indicate that they want to be considered as part of the Disability Confident Scheme when declaring their disability).

# Completing your Application

Your application is often the first contact you have with your potential Line Manager and therefore knowing how to complete this step correctly in the recruitment process is important. We recommended you:

01

## Read over the job application

Reading the job application may seem like an obvious step however many people skip this. Even if you scanned the job description and person specification when you decided to apply for the role, it is still important to review and re-read this to make sure you don't miss out any key pieces of information which will help ensure you meet all criteria when submitting your application.

02

## Ensure your application meets the criteria

You will only be shortlisted if you meet the essential requirements of the employee specification. Remember, your supporting statement is probably the most important section on your application. Please ensure you match your experience to the person specification for the post – if you have no direct experience on parts of the role explain how you would approach that aspect of the role.

TOP TIP

Never submit the same application form twice. Always adapt each form to show how you meet the person specification of the post you are applying for.

## 03 Personalisation and experience are key!

The decision to shortlist you for interview will be solely based on the information you provide in the application form. Therefore, you need to make sure you include all of your relevant skills and experience. Explain the reasons for any gaps in employment or education (e.g. travelling, maternity leave) and remember to include any voluntary work you have done or home experience (e.g. caring for family members) if appropriate and relevant.

## 04 Follow Instructions

Make sure you answer all of the questions in the application process. Taking the time to ensure that each aspect of your application is complete will support your application during the shortlisting process.

## 05 One Final Check

Always ensure you check your application form several times before submitting. Proofread and spell check your application to ensure it is accurate, complete and not repetitive. Ask a friend or family member to read through it to help.

# Our Top Application Tips

TOP TIPS

## 01 Don’t rush

Remember rushed applications are immediately obvious to any employer. Check the closing date for the vacancy and apply early if you can. By not taking the time to personalise your application, it can give the impression that you don’t care about getting the role.

**DID YOU KNOW?**

Did you know you can save your personal and application information in the 'Your profile' section of your NHS Trac Jobs account? It's a great way to save time and means you can take your time completing your application.

## 02 Include key words in your application

Use key words that have been used in the job description or person specification when answering questions in your application. This will further showcase how you fulfil the role’s criteria.

## 03 Stay on topic

Keep your answers clear, relevant and concise. This will help when your application is being reviewed for shortlisting.

## 04 Get in touch

Don’t be afraid to contact the department for further information or to arrange a informal visit prior to applying for a post or going for an interview.

## 05 Check your application progress

You can check the progress of your application via your Trac Jobs account. If successful and invited for an interview you will be notified via email, SMS text or your Trac account.

# Interview Invitation

If you're successful in our shortlisting stage, you'll be invited to interview, via an email from NHS Trac Jobs.

Your interview invite email will include a link for you to book at a suitable time. Please keep an eye on your e-mails as you will receive instructions here on how to book, and this is confirmation that you will be attending the interview. Keep an eye on your junk / spam email.

An interview reminder will be sent to you a day before your interview date.

Your interview invite will include details of any documents you need to bring with you and information about any tests, presentations or assessments.

We use a variety of selection methods to help us choose the right person to join our team. Depending on the role you have applied for, you may be required to undertake additional forms of assessment as part of the selection process, such as written tasks or presentations. You will be informed of when you receive your interview invitation.

You will be given an opportunity to request any reasonable adjustments required for interview.

# Interview types

## What type of interview are you attending?

It is important to think about the type of interview you are attending. You may get invited to any one of the following interview types;

**Virtual/Online**
Through online video call such as Microsoft Teams or Zoom.

**Assessment Centre / Group Activity**
Interviews that are based around activities, practical and written test assessments alongside other candidates. A panel will judge/score you on your interaction during the activity.

**In Person Panel**
Usually at the place of work.

# Interview preparation – prepare for success

Preparing yourself adequately will ensure that you have everything you need to complete the interview and will give you the best chance for success. It is important to:

01

## Practice speaking

To a panel / group, often you will be interviewed by a panel of NHS professionals including the Recruitment Manager and department staff. Increase your chance of success and practice speaking to a group of people, ask family and friends to help.

02

## Practice your answers

Think about what type of questions will be asked about yourself and write down some thoughts on how you might answer them. Research how to best answer different types of questions you may get asked:

- Competency based
- Strengths based
- Technical
- Situational judgement
- Values-based
- Motivational

03

## Prepare questions

You'll be given the opportunity to ask questions at the interview. Asking questions shows you have taken adequate time to prepare and that you're serious about the interview. Prepare some questions to ask the interview panel, however be careful not to ask for information that has already been provided or discussed during the interview.

04

## For virtual interviews

Check your equipment is working by doing a test beforehand. Find some quiet space for the duration. It's ok if there are distractions during the interview, it happens, don't worry. Ensure you have the online joining link saved and easily accessible. Log on ahead of your interview time.

05

## For presentations

If you are required to present a presentation, ensure it is on a USB, easy to share or be downloaded. Save and send it to multiple places just in case. Make sure you practice it so it runs to time. Be mindful that interviewers may cut you off after a certain amount of time so it's fair to everyone. It also shows you're good at time management.

06

## Re-read

Your application, focus on what you included to show how you met the job requirements.

07

## Remind

Yourself of the job description and person specification, practice matching your answers to the criteria.

08

## Research and learn

About our organisation its values and prepare answers as to how you match these.

# Interview process – first impressions count

**On the day**

It's normal to be a bit nervous on the day of an interview. To feel prepared for an interview:

- Dress appropriately.  Choose professional attire that aligns with the company culture.
- Plan your journey, think about transport, parking and the location of the interview.
- Give yourself plenty of time to arrive. Have a plan B route in case of delays.
- Once arrived, turn off your phone so you're not distracted.
- Be ready to start the interview 5 to 10 minutes before.
- If possible, bring a copy of your CV and any supporting materials that support your application.
- Know how to contact the interviewer in case of unexpected situations.
- Bring your ID documents.
- You may bring cue cards / notes / questions as a memory prompt.

**During the interview**

- During the interview make eye contact with all members of the interview panel.
- Do not focus on the person asking an interview question when answering, it is important to engage with everyone.
- Be clear and concise in your responses – structure your answers.
- Do not assume that the panel know the detail of what is in your application form or CV.
- Sell yourself – provide examples of your own experiences.
- Remember to use 'I' rather than 'we'.
- Make sure you understand the organisation's goals and values and can talk about why they are important to you.
- Be aware of your body language. You want to convey that you're enthusiastic, positive and energetic.
- Remember to ask questions as it helps demonstrate that you are keen and want the job.
- Always have your phone switched off/silent somewhere where it can't distract you during the interview.

# Post Interview – were you successful?

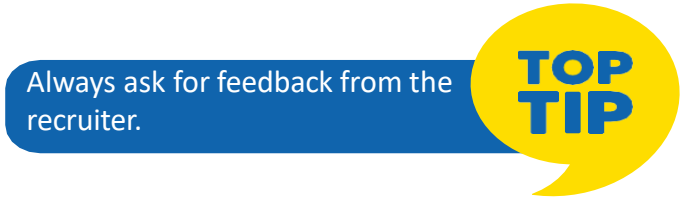
Following your interview, you will be contacted by the Recruiting Manager and notified of the interview outcome, usually the same day or day after the interviews (unless advised otherwise).

## Unsuccessful Candidates

If you are unsuccessful in your interview, you may request feedback to help you in the future. This is an opportunity to learn from your experience so ask some questions:

**What did I do well?** **Where could I improve?**
**What was I missing?** **What could I do differently next time?**

**Remember when receiving feedback to:**
Listen, have an open mind. Feedback will help you succeed.




Stay professional, if you do not agree with the interview outcome or feedback, remain professional. Don't be confrontational as this will not change the outcome. Remember impressions count!

Remember future opportunities may arise with the same recruiter. Unforeseen situations may occur and the successful candidate may not work out or decline the offer after a few days. If you are seen as a good applicant, you may be approached instead of re-advertising the position. This happens more often than you might think and shows the importance of remaining professional.

**If you are unsuccessful remember to focus on the positives!**

**You got an interview in the first place**, that's a great achievement, and you now have first hand experience of an NHS interview. There will always be a next time!

**Your application was completed correctly**, you made it to the shortlist as your application met all key points a recruiter required.

The job market is very **competitive** and you made it to the shortlist, keep in mind that some roles receive hundreds of applications.

**Feedback** – you now have some valuable feedback to use for your next interview. Increasing your chances of success!

# Successful candidates

If successful, you will receive a verbal conditional offer which will be followed up by email.
Once you have accepted your job offer there are only a few more steps to go through on your recruitment journey, including pre-employment checks.

We strongly recommend that you don't formally hand in your notice from your current employer until you have completed all pre-employment checks.

## Pre-employment Checks

Job offers are conditional and subject to a series of successful pre-employment checks which will be carried out by our Recruitment Department.

We have a responsibility to ensure our patients and staff are safe in our care, and our pre-employment checks are essential when recruiting staff into AGH Solutions positions.

**Identity check**
All new employees require an Identification Verification Check.

You will be required to present either two forms of photographic identification and one proof of address, or alternatively one form of photographic identification and two proof of address documents.
Click Here for List of Accepted Documentation

**Work Health Assessment Check**
We require candidates to have occupational health clearance. In some cases this may require an appointment with our Employee Health and Wellbeing Team.

**Right to work check**
You will be required to provide valid evidence that you have permission to work in the UK.

**DBS check**
A DBS check ensures a safe and effective decision is made regarding employment. In some cases, a DBS check may not be required or the level of DBS check required may vary dependent on the role.

**Employment History and Reference Check**
New to AGH Solutions - we require references covering three years prior to your offer being made (this could include previous employment, volunteering roles or academic organisations).

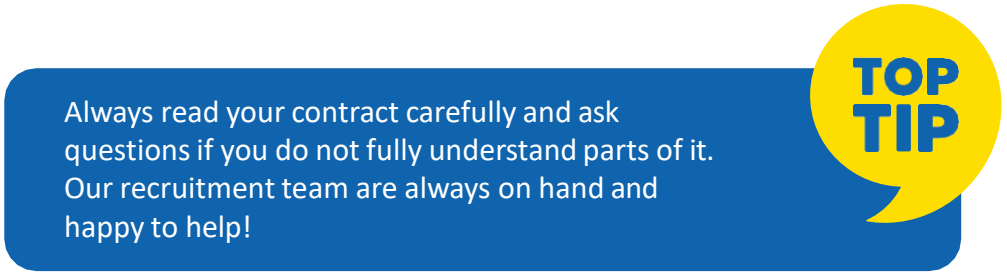
**Professional Regulations and Qualifications Check**
If required this will be stipulated in the original job description. Evidence such as original qualification or certificates will be required as we will contact the relevant regulatory body.

**Pre-Employment Checks Complete!**

Once all pre-employment checks are complete, your new line manager will be in contact to arrange a start date.

**Contract of employment**

Once your start date is agreed and confirmed, our Recruitment Department will send you your Contract of Employment. It is important you carefully review this. Once you have read your contract you must then accept your contract via Trac.



# Contact Us

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If you have any questions about our recruitment process or any vacancies that you are interested in, please email anhsft.recruitment@nhs.net

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