Service Level Agreement for Recruitment Team
Service Level Agreement (SLA)

This SLA defines how the Recruitment Team is supporting and working in conjunction with School departments. The role, structure and duties of the Recruitment Team are first defined and then the responsibilities of the Recruitment Team and School departments are described.

This document provides specific timescales for tasks in the recruitment process and a framework to ensure smooth management of the process from start to finish. A flow chart of the process can be found here (link coming soon)

Timelines can be viewed here http://www.medschl.cam.ac.uk/human-resources/clinical-school-recruitment/
Contents

1. Role of the Recruitment Team

2. Structure of the Recruitment Team

3. Duties of the Recruitment Team

4. Responsibilities at all stages of recruitment *(including the Web Recruitment System where appropriate)*
   
   (i) Advertising stage
   (ii) Shortlisting stage
   (iii) Interview stage
   (iv) Offer stage

5. RAS reference numbers, staff leavers and transfers

6. Web Recruitment System Updates

7. Contacting the Recruitment Team

8. Closing notes
SERVICE LEVEL AGREEMENT

1. Role of the Recruitment Team

To provide advice, support and administrative functions for the recruitment of established and unestablished posts within departments of the School of Clinical Medicine. These include academic, academic-Related, research, assistant and clinical posts.

The recruitment for the following departments is currently being administered the Recruitment Team:

- Cancer Research UK, Cambridge Institute
- Central Biomedical Resources
- Haematology
- Medicine
- MRC Cancer Unit
- MRC Epidemiology Unit
- Oncology
- Paediatrics
- Psychiatry
- Radiology
- School Office (General Office, Finance, Cambridge Clinical Trials Unit, Education Division).

The Recruitment Team is in regular communication with departmental HR contacts as well as the Clinical Academic Training Office (CATO), the Medical and Dental Workforce Committee (MDWC) and Medical Staffing across various NHS bodies. There are regular interactions with the HR New Appointments Team and the Resource Management Committee (RMC), Academic Division. The RMC is used when recruiting to established posts.

The Recruitment Team liaises directly with departmental HR contacts, Principal Investigators (PIs) and other departmental staff as necessary to facilitate the most efficient recruitment process.
2. Structure of the Recruitment Team

The Recruitment Team currently consists of a Recruitment Team Leader and two HR Operations Administrators who divide between them all recruitment functions. The team is managed by the HR Adviser.

3. Duties of the Recruitment Team

The duties of the Recruitment Team can be summarised as:

- Obtaining permission to fill posts
  - Permission for re-fills, re-grades and new posts that are academic-related and assistant category posts should be sent to the Head of the General Office for approval prior to sending to the Recruitment Team (or Grading and Reward for new posts).
  - For Academic posts, a case of need should be submitted to Recruitment Team approved by the Head of Department and School Finance Manager before advertising. For clinical posts approval is needed by MDWC.
  - For Assistant and Academic Related posts please submit a CHRIS 1 with the pre-recruitment documents.
- Advertising posts using the Recruitment Administration System (RAS)
- Managing applications for posts using the Web Recruitment System (WRS)
- Liaising with School departments and completing administration for shortlisting, interviews, rejections, references, screening checks, research passports, DBS, and offers of employment to candidates
- Inputting of data on to the CHRIS system to contribute to the contract of employment generated by Central HR
- Providing advice about University policy and procedure on recruitment related activities.
· Keeping up to date with government policy for recruitment (Home Office regulations e.g. advertising for 28 days for possible appointments outside of EEA)
· Communicating with a diverse range of staff and school departments
· Arranging Appointments Committees for established posts

The Recruitment Team has created checklists and templates to assist smooth administrative processes between School departments and the Recruitment Team. These can be viewed here (link coming soon)

4. Responsibilities at all stages of recruitment

i. Advertising stage

Unestablished Posts
Approval from the Head of General Division should be sought by the department for new posts, regrades and refilling of assistant and academic-related posts that are School / Department funded. If a post is grant funded School approval is not required, but if the position is assistant/academic related the Head of the General Office will need to be notified of the re-posting/filling of the post.

School departments will send a completed pre-recruitment checklist and confirmation of approval (if necessary) to the Recruitment Team.

Provided a fully complete pre-recruitment checklist is received, adverts will be sent for publication within two working days of receipt by the Recruitment Team. The advert will appear on the University website within several hours although it may take at least 48 hours to appear in external online publications. For jobs.ac.uk this is always the case. This should be considered when deciding deadline dates, particularly when an advert is likely to be visible to applicants outside the European Economic Area (EEA).

Established Posts
Pre-recruitment checklists are not required for established posts. Instead a case of need is required and approved by the Head of Department and School Finance Manager. The Further Information document will be signed off by the Head of Department and a Royal College Representative if appropriate.

Overlap Posts
If a post is to be advertised while there is an individual already in that post (this is usual when requesting a lengthy handover of duties), the Recruitment Team will ask the Central HR Team to create an overlap position at the request of the recruiting

1 CUHNSHFT no longer require Royal College approval to recruit to clinical posts, however, if the Head of Department considers it useful to have external advice on the role specification or representation on the Appointments Committee, the HR Ops team will approach to the Royal College for assistance. For all other Trust or bodies Royal College representation and approval is mandatory.
department, which will enable the post to be advertised. This can take up to 48 hours to process. Overlap positions are not necessary for Research Posts.

Pre-Engagement Checks

- **Research Passport** - Some posts require a Research Passport to cover them for certain duties. A Research Passport is the mechanism for non-NHS staff to obtain an Honorary Research Contract or Letter of Access (LOA) when they propose to carry out research in the NHS. To distinguish whether a Research Passport is required or not, and for further information on the process visit http://www.admin.cam.ac.uk/offices/hr/policy/passports/checks.html

- Honorary Clinical Contracts are required for all Clinical Posts. These are administered by Medical Staffing upon receipt of a complete application form which should be certified by the appropriate departmental signatories.

- **NMC Registration** - If NMC registration is essential to a post (eg Research Nurse), this should be stipulated in the Further Information under essential criteria.

- **Screening Checks**
  - **Basic Disclosure** - Disclosure Scotland provides potential employers with criminal history information on individuals applying for posts. Its service is different from the DBS in that it provides a basic level of criminal records disclosure. This means only convictions which are unspent under the Rehabilitation of Offenders Act 1974 are revealed (unlike standard or enhanced DBS checks, which also reveal some spent convictions), meaning that a post does not need to have eligibility in law for a check to be requested.

  Information on basic disclosure can be found here http://www.hr.admin.cam.ac.uk/recruitment/stage-4b-pre-employment-checks/basic-disclosure

  - **Security (including Agenda checks for Animal sites)** - relevant security checks are carried out on individuals who require long-term, frequent or uncontrolled access to sensitive information, high value assets or containment level 3 laboratories.

  Information on security checks can be found here http://www.hr.admin.cam.ac.uk/recruitment/stage-4b-screening

  If a post requires any type of screening check, this should be detailed on the Further Information.

  Details of pre-engagement checks can be found at: http://www.medschl.cam.ac.uk/human-resources/research-passport/
Receipt of Applications
All applications are submitted online via the Web Recruitment System and departments are able to view applications throughout the lifespan of the advert if they so wish. At the advertising stage, the Recruitment Team will set up appropriate permissions to view or edit applications. This preference will be agreed in advance with the department.

ii. Shortlisting
At the closing date for applications, the Recruitment Team will send a pdf document of all applications received to the advertising department for shortlisting, if the department has chosen to receive applications this way. The department can choose to move applicants into shortlisting on the Web Recruitment system themselves.

Departments will shortlist applications using the essential criteria on the Further Information. A selection grid will be provided with the applications at the closing date for each vacancy. Guidance for long listing and shortlisting can be found here: http://www.hr.admin.cam.ac.uk/recruitment/step-3-recruit-and-select/complete-long-listing

Initial long listing and shortlisting prior to Appointments Committees for academic posts will continue to be managed by departments.

iii. Interview stage
Departments should allow seven working days where possible from the Recruitment Team receiving the shortlist from departments to the date of any interview to give candidates one week’s notice.

Invitations to interview will be processed within one working day (if received after 3pm, they will be processed the day after). Interview arrangements are the responsibility of the department and the department should prepare interview packs for the interview panel.

The interview invitation will need to include all pre-engagement check documentation required for the role (eg, RTW, Research Passport documentation, NMC Certification, DBS – further information is below). The interviewing department make arrangements to copy the relevant information on the day.

Should the department wish to include tests in the interviews; the Recruitment Team can advise on the appropriate tests and set up the appropriate test exercises using the FastPath programme.

The Recruitment Team will reject applicants not short-listed for interview via the WRS at the same time as invitations to interview are issued, unless the department requests otherwise. A preference should be specified on the Interview Checklist.
Guidance on interviewing can be found here [http://www.hr.admin.cam.ac.uk/recruitment/step-3-recruit-and-select](http://www.hr.admin.cam.ac.uk/recruitment/step-3-recruit-and-select)

**Right to Work**

The University has a legal responsibility to ensure that all employees have the legal right to work in the UK. Checks on right to work must be carried out for every person the University intends to employ regardless of their race, ethnicity or nationality before they begin any work in order to ensure that the University only employs people who are legally entitled to work in the UK.

The recruiting department must take copies of the original documentation, and send certified copies to the Recruitment team at offer stage. When a current University employee is interviewed a RTW copy is only essential if there is not currently a copy of their RTW on their central file or if the regulations of what is needed on file has changed since they started at the University. The HR New Appointments team will not process any paperwork for a candidate until they have their RTW.

More information on right to work is available here [http://www.admin.cam.ac.uk/cam-only/offices/hr/recruitment/checks/right/#introduction](http://www.admin.cam.ac.uk/cam-only/offices/hr/recruitment/checks/right/#introduction)

In addition to Right to Work, the interview invitation should detail any documents that should be brought to interview for pre-engagement checks (e.g., NMC Registration, ID for Research Passports)

Some Departments manage the interview invitations themselves. If this is the case the Recruitment team should be informed of which candidates are being interviewed and if non-shortlisted candidates can be rejected at this point. Departments can progress successful candidates through the stages on WRS and then send an email to the Recruitment Team to notify which applicants can be rejected.

**iv. Offer stage**

Departments will make a verbal offer to the preferred candidate and agree a salary and start date before sending an offer checklist to the Recruitment Team.

A HR4 form should be completed before making an offer of employment to a preferred candidate, where it is intended that they are appointed above the first three points of the salary scale for the grade. This applies to all staff groups. [http://www.hr.admin.cam.ac.uk/forms/hr4-starting-salary-case](http://www.hr.admin.cam.ac.uk/forms/hr4-starting-salary-case)

References for research posts can be requested prior to interview. It is best practice to seek references for assistant and academic-related posts after interview so they cannot unduly influence the outcome of the interviews.

Offer letters and associate documents will be sent to the preferred candidate by the Recruitment Team within one working day (if received after 3pm, they will be processed the day after) after receiving a complete offer checklist.
University occupational health clearance
An individual's appointment will not be delayed if any required health assessment or health surveillance has not been completed before the individual's start date, unless it is essential to the post. An OHF30 is issued with the offer paperwork.

*Departments should consider when proposing start dates any associate checks that need to be in place for the candidate to start work (eg. Research Passports, DBS, Screening)*

DBS disclosure application form
The application form is sent to the successful applicant as part of the offer paperwork. The form should then be returned to the Recruitment Team who will use the HR19 section of the pre-recruitment checklist to complete the process with the Compliance Team.

Screening
For basic disclosure, a Disclosure Scotland application will be sent with the offer paperwork. The Recruitment Team will complete a HR21 form within one working day and send it to the Security Office. The candidate will be asked to complete the Basic Disclosure application form and send it to the Security Office with relevant identification for processing.

For a security check, written consent will be obtained from the candidate and a HR21 will be completed by the Recruitment team and sent with supporting paperwork for the University Security Office.

Agenda will be used for checks required for those working on animal sites when written confirmation is received from the preferred candidate. (CBR will process their own checks with Agenda).

Upon receipt of all necessary documentation including written consent from the new starter, the Recruitment Team will process the application within two working days (if received after 3pm, they will be processed the day after).

Research passport application form/occupational health clearance
The Recruitment Team will send a Research Passport application form to the candidate with offer documentation. Where the documentation for the Research Passport has been taken at interview, candidates will be asked to complete the form and return to their line manager / recruiting department for approval.

Once the Research Passport has been signed by the candidate’s line manager and all documentation has been received, the Research Passport will be signed off by the Recruitment Team within two working days (if received after 3pm it will be processed the day after).

Where an Occupational Health check or DBS is needed, the Research Passport will not be signed off by the Recruitment Team until confirmation has been received of successful outcomes.
The Research Passport will be forwarded to the department/candidate and the candidate should take the document and any extra documents needed to the relevant Trust who will issue the Letter of Access or Honorary Research Contract.

When the Letter of Access (confirmation that a Research Passport has been awarded), a scanned copy will be retained by the Recruitment Team.

**Honorary Contract application**
For Clinical Honorary Contract (CHC) applications, the candidate will be asked to return the form to the recruiting department for approval by the Head of Department. Once completed, the department will forward to Medical Staffing at the appropriate Trust. The Trust will complete DBS and Occupational Health checks as part of the CHC application.

**Certificate of Sponsorship (CoS)**
The department are responsible for arranging the CoS / Visa’s with the Compliance Team complianceteam@admin.cam.ac.uk using the Web Recruitment System.

Information on Certificate of Sponsorship can be found here [http://www.admin.cam.ac.uk/offices/hr/immigration/staff-visitors/#prospective](http://www.admin.cam.ac.uk/offices/hr/immigration/staff-visitors/#prospective)

The Recruitment Team will contact a candidate after 5 days if an offer acceptance and/or any supporting documents have not been received from a preferred candidate.

The CHRIS system will be updated as soon as all paperwork and checks are in place and satisfied (this does not include references). The Recruitment Team will send all associated pre-recruitment documents to the HR New Appointments Team and to Payroll as soon as they are received so a contract of employment can be prepared.

The Recruitment Team will send job /personal files to School departments within 1 working day of entering new starter information on the CHRIS system.

The Department should prepare and send a welcome letter to the new starter ahead of their start date. In exceptional circumstances if the RTW check has not been completed at interview stage and is being carried out on the first day, a welcome letter stating this is essential.

The link to the Welcome Letter is here [http://www.hr.admin.cam.ac.uk/forms/hr23-welcome-letter-template](http://www.hr.admin.cam.ac.uk/forms/hr23-welcome-letter-template)

Departments should ensure their specific logo is used.

**5. RAS reference numbers, staff leavers and transfers**

Once a vacancy has gone to advert, the RAS reference number should be quoted on all correspondence by all offices and departments as the key identifier.
School departments will make any staff member a leaver on the CHRIS system once a resignation letter is received. Where a leaver is based in the School Office, the Recruitment Team will carry out this process on CHRIS.

If a new member of staff is a transfer from another University department, the HR New Appointments team will transfer the candidate from the old to the new position upon receipt of appointment paperwork from the Recruitment Team. A transferring member of staff should not be made a leaver.

6. Web Recruitment Updates

As more function ability becomes available on the Web Recruitment System the Recruitment Team will discuss with each department how the advancements will be incorporated into the recruitment process for them. The Recruitment Team will also keep departments up to date with upcoming plans and continue to hold briefing sessions with the Web Recruitment developers.

7. Contacting the Recruitment Team

The Recruitment Team can be contacted via email on csrecruitment@medschl.cam.ac.uk or by phone Lisa Miles at (3)36809, Jonathan Balmforth at (7)61583, Chris Caulfield at (7)61324

We aim to respond to any queries within 24 hours.

8. Closing Notes

Any future amendments to the responsibilities of each department will be agreed with all parties before an updated SLA is issued.

This document will be updated and circulated whenever there are changes to the process. This will include any releases to the Web Recruitment System. For guidance on the Web Recruitment System please visit: http://www.hrsystems.admin.cam.ac.uk/systems/systems-overview/web-recruitment-system