



**UNIVERSITY OF  
CAMBRIDGE**

School of Clinical Medicine  
Recruitment Team

# Service Level Agreement for School of Clinical Medicine Recruitment Team



# UNIVERSITY OF CAMBRIDGE

School of Clinical Medicine  
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.

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  
Clinical Biochemistry  
Clinical Neurosciences  
CIMR Drug Discovery Institute / Department of Translational Medicine  
Haematology  
Medical Genetics  
Medicine  
MRC Biostatistics Unit  
MRC Cancer Unit  
MRC Cognition and Brain Sciences Unit  
MRC Epidemiology Unit  
MRC Mitochondrial Biology Unit  
Obstetrics and Gynaecology  
Oncology  
Paediatrics  
Psychiatry  
Public Health & Primary Care  
Public Health & Primary Care, Improvement Research Institute  
Radiology  
School Office (General Office, Finance, Cambridge Clinical Trials Unit, Clinical School Computing Service, Education Division).  
Stem Cell Institute (School of Biological Science)  
Surgery

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.



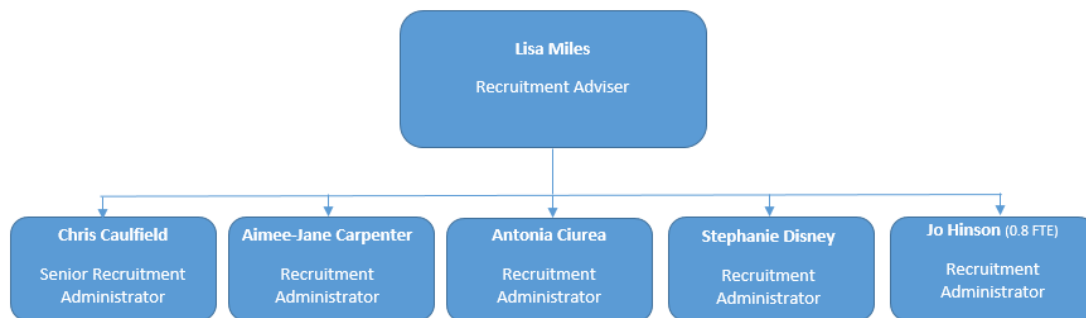
# UNIVERSITY OF CAMBRIDGE

School of Clinical Medicine  
Recruitment Team

The Recruitment Team will attend monthly meetings with departments to discuss pending and future recruitment.

## 2. Structure of the Recruitment Team

The Recruitment Team currently consists of a Recruitment Adviser, a Senior Recruitment Administrator, three full-time Recruitment Administrators and one part-time (0.8 FTE) Recruitment Administrator who divide between them all recruitment functions. The team is managed by the Recruitment 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, HR Business Manager, School Finance Manager and Head of the School of Clinical Medicine 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)
- Cloning 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)



# UNIVERSITY OF CAMBRIDGE

School of Clinical Medicine  
Recruitment Team

- Communicating with a diverse range of staff and school departments
- Arranging Appointments Committees for established posts
- Arranging Appointing Panels for unestablished senior posts (e.g. Principal Research Associate)

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:

- Pre-Recruitment Checklist - <https://www.medschl.cam.ac.uk/human-resources/clinical-school-recruitment/school-clinical-medicine-pre-recruitment-checklist/>
- Interview Checklist - <https://www.medschl.cam.ac.uk/human-resources/clinical-school-recruitment/school-clinical-medicine-interview-checklist/>
- Offer Checklist - <https://www.medschl.cam.ac.uk/human-resources/clinical-school-recruitment/school-clinical-medicine-offer-checklist/>
- Further Information Templates - <https://www.medschl.cam.ac.uk/human-resources/clinical-school-recruitment/further-information-templates/>

## 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, clones, 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 online 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, HR Business Manager and School Finance Manager. It is then approved by the Regius. The Further



# UNIVERSITY OF CAMBRIDGE

School of Clinical Medicine  
Recruitment Team

Information document will be signed off by the Head of Department and a Royal College Representative if appropriate. <sup>1</sup>

## 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 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 from the appropriate NHS Trust / Body upon receipt of a completed application form which should be certified by the appropriate departmental signatories.
- GMC Registration and Licence to Practice is required for all clinicians practicing medicine in the UK. An Honorary Contract will not be awarded without GMC Licence to Practice.
- NMC Registration. If NMC registration is essential to a post (eg Research Nurse), this should be stipulated in the Further Information under essential criteria.
- Health and Care Professions Council. Appointments of Radiographers, Clinical Psychologists and Occupational Therapists are designated titles and all appointees who uses one of these titles must be on the Health and Care Professions Council Register.
- 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

<sup>1</sup> 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.



# UNIVERSITY OF CAMBRIDGE

School of Clinical Medicine  
Recruitment Team

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.

- There are three types of DBS check:
  - Standard DBS
  - Enhanced DBS with no barred list check
  - Enhanced DBS with adult and/or child barred list check
- A Standard DBS check contains details of all spent and unspent convictions, cautions, reprimands and warnings held on the Police National Computer (PNC) that are not 'protected'.
- An Enhanced DBS check contains the same information as the standard check but also any relevant and proportionate information held by the local police forces.
- An Enhanced DBS check with adults and/or child's barred list check also reveals whether a person is barred from working with children and/or adults in regulated activity.
- Only certain roles within the University that include activities as part of their core duties will attract a DBS check. The most common are roles that involve:
  - Healthcare;
  - Personal care and/or conveying;
  - Teaching, training, instructing, supervising or providing advice/guidance on wellbeing;
  - Providing assistance, advice or guidance provided wholly or mainly to vulnerable adults on a frequent/intensive basis.

Please see link to HR webpages for further details:

<https://www.hr.admin.cam.ac.uk/recruitment/stage-4b-pre-employment-checks/disclosure-and-barring-dbs>

Details of pre-engagement checks for a research Passport can be found at:

<http://www.medschl.cam.ac.uk/human-resources/research-passport/>





# UNIVERSITY OF CAMBRIDGE

School of Clinical Medicine  
Recruitment Team

## 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**

The Recruitment Team will send a zipped file of all applications received to the advertising department for shortlisting, if the department has chosen to receive applications this way, the next working day after the advert has closed. 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 eight working days where possible from the Recruitment Team receiving the online interview checklist 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.



# UNIVERSITY OF CAMBRIDGE

School of Clinical Medicine  
Recruitment Team

Guidance on interviewing can be found here

<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>

If RTW is not taken at interview then 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. **This needs to be sent to the Recruitment Team as it is needed to complete the appointment on WRS.**

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

In addition to Right to Work, the interview invitation should detail any documents that should be brought to interview for pre-engagement checks (eg, 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>



# UNIVERSITY OF CAMBRIDGE

School of Clinical Medicine  
Recruitment Team

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 associated 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 and relevant documentation.

### 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)*

### Standard and Enhanced Disclosure and Barring (DBS) Service.

A HR19 will be completed by the department and attached to the offer checklist for us to upload to the Web Recruitment System and send to the Compliance team. Our third party provider is Agenda and they will contact your new starter directly to initiate the relevant checks. The recruitment team will obtain written consent from the candidate as part of the offer letter process.

### Basic Disclosure (Disclosure Scotland)

A HR21 will be completed by the department and attached to the offer checklist for us to upload to the Web Recruitment System and send to the Compliance team. Our third party provider is Agenda and they will contact your new starter directly to initiate the relevant checks. The recruitment team will obtain written consent from the candidate as part of the offer letter process.

### Security check

A HR21 will be completed by the department and attached to the offer checklist for us to upload to the Web Recruitment System and send to the Compliance team. Our third party provider is Agenda and they will contact your new starter directly to initiate the relevant checks. The recruitment team will obtain written consent from the candidate as part of the offer letter process.

A security check will be used for checks required for those working on animal sites when written confirmation is received from the preferred candidate.

### 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.



# UNIVERSITY OF CAMBRIDGE

School of Clinical Medicine  
Recruitment Team

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 five working days.

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 [compliance@admin.cam.ac.uk](mailto:compliance@admin.cam.ac.uk) using the Web Recruitment System.

Information on Certificate of Sponsorship can be found here

<https://www.hr.admin.cam.ac.uk/hr-services/immigration/working-uk/time-limited-right-work/tier-2-recruitment-guidance>

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

### **Updating WRS with the new starter**

The Web Recruitment System will be updated as soon as all paperwork and checks are in progress and satisfied (this does not include references); this starts a process for a contract of employment, administered by the HR New Appointments Team. The recruitment department will be informed when WRS has been updated with the successful candidate's details.

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



# UNIVERSITY OF CAMBRIDGE

School of Clinical Medicine  
Recruitment Team

## 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. It will take 24 hours before this position number is available to re-advertise.

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](mailto:csrecruitment@medschl.cam.ac.uk) or by phone Lisa Miles at (3)36809, Chris Caulfield at (3)36804, Aimee-Jane Carpenter at (7)61583, Antonia Ciurea at (7)61324, Stephanie Disney at (3)35697 and Joanne Hinson at (7)69257.

We aim to respond to any queries within one working day.

Please note our office hours are 8:30 - 17:00.

## 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>