



Recruitment and Selection Policy

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Recruitment and Selection Policy

1. POLICY STATEMENT

We are committed to ensuring our volunteering opportunities are free from discrimination on any grounds. We welcome volunteer applications from all areas of the community. People volunteer with us for many reasons, bringing with them their experience, skills and dedication. We respect and welcome the opportunity to utilise this wealth of good will.

2. PURPOSE

The purpose of this policy is to set out our approach to recruitment and selection.
The function of the policy is to ensure:

- A standard approach is adopted for the recruitment of all volunteer positions
- Volunteer positions are filled with the best possible candidate/s
- All selections are fair and equitable/based on merit
- Recruitment and selection processes adhere to the Equal Opportunity Policy
- We demonstrate commitment to equality, diversity and fairness

3. SCOPE OF THE POLICY

This policy will apply to all volunteers, no matter at what level with the Group Hug App.

4. DEFINITIONS

For the purpose of this policy, we define recruitment as “a process for defining and advertising volunteer roles” and selection as “a process for appointing suitable candidates for volunteer roles including application, shortlisting, interview and decision making.”

5. POLICY IN PRACTICE

The volunteer recruitment and selection process is closely linked to the Diversity and Equality policy. An open and inclusive recruitment process will ensure we have a greater choice of experience, knowledge and interest from which to choose from. It has also been proven a diverse volunteering workforce leads to better retention, a better understanding of different communities and a more creative mix of people.

6. VOLUNTEER RECRUITMENT PROCESS

All potential volunteers will go through a recruitment and selection process that is appropriate to the role. We use registration forms, informal chats/ interviews, reference checks and DBS checks (Disclosure and Barring Service). Additional measures may be implemented depending on the nature of the volunteer role. We will base our selection on the ability of each applicant to fulfil the role concerned, considering any potential effect the volunteer may have on the safety of all parties, our brand and reputation.

The following procedures will be followed:

6.1 Role Descriptions

- The functions will identify the need for volunteers and the roles to be undertaken.
- Role descriptions are developed for all volunteering roles with input from both System Level Support and HR
- Role descriptions should not overstate the requirements of the role but will clearly outline the role and the criteria needed to perform the duties effectively.

6.2 Advertising

A range of advertising opportunities will be utilised to try to attract volunteers of a variety of ages and from diverse backgrounds. Consideration should be given to innovative advertising campaigns, suitable and appropriate to the likely market of volunteers.

- Once the role description is agreed it can be advertised appropriately.
- The wording of advertisements will reflect the role description and be clear on selection criteria which might exclude candidates from the role, e.g., geographical location.
- All opportunities for volunteers will be advertised widely, fairly and openly, as far as is practicable.
- All roles should (if appropriate) be publicised on the Group Hug website.
- Some roles will be advertised on social media.
- We will endeavour to work with partners to ensure our volunteers represent the diversity of the UK population.

6.3 Application

- All volunteers are required to complete and submit a volunteer registration form.
- All roles require the names of two referees.
- Some specific roles will require supporting statements.
- Receipt of applications - all completed registration forms will be forwarded to the General Manager and HR
- All volunteers are required to complete a Basic DBS check before the application can be completely processed. We require a new one to be completed regardless of one you may previously have in place. This check can be completed online at <https://www.gov.uk/request-copy-criminal-record>. The cost of this Basic check is £23 (June 2020), which will be refunded on successful completion of your application and



completion of your successful training. The following documentation will be required for the Basic DBS check:

- All your addresses for the last 5 years and the dates you lived there
- your National Insurance number
- your passport
- your driving licence
- Once you are in receipt of the Basic DBS which can take up to 2 weeks to process, you will need to supply your certificate number and date of birth, we as a Social Enterprise can then check your DBS. A confirmation only will be held on your file; it contains only your name, date of birth and certificate number.

6.4 Shortlisting

- Will usually be carried out by the recruiting Volunteer Manager, General Manager from the function and HR
- Equal opportunities monitoring forms will be separated prior to selection and used for monitoring purposes only.
- The selection criteria will be based on the criteria in the role description and applied equally to all candidates. Candidates will be selected based on how their skills and knowledge match the selection criteria.
- Selection and interviewing where required will always be carried out by more than one person including one person from the volunteering team.
- Volunteers will not be selected based on their name, age or gender, disability, ethnic origin, religion or sexual orientation.
- Unsuccessful applicants will be informed and provided with the contact details of a Volunteer Engagement Team Leader to explore alternative volunteering opportunities.

6.5 Interviews

- Will usually be carried out by recruiting manager from the function and the General Manager of Group Hug
- To ensure good practice, consistency and fairness, interviewers will be provided with in-house training and support.
- The interview provides the opportunity to obtain information from listening to oral responses and from observing the applicant throughout the interview process.
- Interview questions will relate to the requirements of the role and all applicants will be asked the same questions. The interview is a two-way process and candidates are encouraged to ask questions about the role.
- A final decision must be reached by consensus, to which each interviewer should contribute equally.

6.6 Decision Making

- The selection of new volunteers will be based on the role requirements and the individual's suitability and ability to do the voluntary role in question. All applicants will be treated equally.
- When assessing the suitability of a volunteer for a particular role, no decision will be taken which cannot be objectively justified.



- Assumptions will not be made about an individual's ability to perform tasks without reasonable evidence.
- The effectiveness of our volunteer recruitment procedures will be continually reviewed and may be altered through experience, circumstances and legislative change.

7. STORING AND DESTROYING DOCUMENTATION

The following information will be kept securely on the Group Hug App:

- Completed application forms and letters of application (where used instead of an application form)
- Interview notes
- References
- Date and nature of any communication with the candidate

These must be kept for:

- 1 year for people who are not selected; annually, the information relating to unsuccessful candidates must be deleted.
- For people who are selected and accepted whilst they are a volunteer, then destroyed 3 years after volunteering has ceased for legal reasons however a volunteer can exercise the right to be forgotten, upon which all records are deleted unless a legal case is underway.

Emails relating to the selection must be deleted once the recruitment process is completed.

8. IMPLEMENTATION OF POLICY

This Policy shall be deemed effective as of 16th May 2021. No part of this Policy shall have retroactive effect and shall thus apply only to matters occurring on or after this date.