



## HR MANAGEMENT

In this process, we are looking to establish, within the business, the level of documentation and process to manage the human resources aspects of the business. The management of employee records and standard information needs to be structured and managed to ensure the necessary record keeping requirements of a business are upheld.



## EMPLOYEE CONDITIONS

The key areas of focus are to ensure:

- Employee personal records and files are maintained and their personal details are kept safe and secure
- That there are clear guidelines available to employees on the terms and conditions of their employment with the business and they are both accessible and kept up to date.
- Relevant award conditions and pay scales must also be made available to employees at any time.
- Company policies and procedures must also be made available and be regularly reviewed and updated accordingly.
- Fair work policy and grounds for complaint handling must also be made available on the request of employees if such occurrences should prevail.



## RECRUITMENT AND SELECTION

- A clear and stated process for the recruitment and selection of new employees along with an internal selection process must be clearly documented and available for employees to access at any time.
- Clients need to be familiar with current and new rules and legislation with regards to the recruitment of employees into the workforce.
- A recruitment process that follows a similar approach to the one detailed below will often result in finding the ideal candidate for the role.
- Ensure there is a clear job role and person specification outlining the job and the ideal person to do the work required.
  - Include all levels of work-related experience, skills and knowledge and some form of attitude measure to ensure you will attract the right type of person capable of doing the job.
- Advertise the job in the marketplace to a broad range of job seekers so as to attract as many suitable candidates to select from. The more candidates to select from the better the choice you will have and more chance of finding the right person for the role.
- Have a detailed and effective selection process.
  - Initially cull the applicant and select the top 10 people who meet the criteria.
  - Review their information in detail and complete a checklist of criteria with an emphasis on the key factors at the top of the list.
  - Suitable candidates must tick 80% of the criteria and must tick at least the top 5.
- From the top 10, select 5 to interview and 5 to hold.
  - The 5 that you choose to interview, invite them to meet with you and someone in the business who can offer a second opinion and look for certain aspects in the interview process.



## RECRUITMENT AND SELECTION (CONT.)

- Prepare them with how you will conduct the interview.
  - If it will be formal or casual, how you would like them to present themselves and what you would like them to bring if anything (CV).
  - Tell them how long the interview will go for and what the next stage will be if they are successful..
- Prepare a range of interview questions that are relevant to the work they have done and will be doing.
  - Have some questions for them about their life outside of work( kick-off with these to help them relax).
  - Ask them to tell you how they would deal with a situation and give them some scenarios that they would have to deal with if they were successful,
    - One that is a work-related, one that is money related ,and one that is working with another employee.
  - Make one of them a bit difficult to deal with.
- After the interview review with the other person, share opinions and provide a rating out of 10.
- Conduct second interviews to go a bit deeper into areas that you may have concerns around and see how they handle it and come through the other side.
- As a final part of the process, ask them to complete a DISC profile to ensure that you are getting the right type of person for the role and to understand how you can work with them and get the most out of them.
  - If it is possible to ask them to do a trial so that you can experience what they are like to work with and vice versa.
    - This is the true measure that they can do what they say they can do and they will fit in with the culture and be accepted by the business.