

POLICY STATEMENT

Delivering high quality service to our clients depends on the calibre of the people Peak Collections Ltd employs. Establishing and retaining a highly effective and motivated workforce, recruiting employees with a desire for excellence, a willingness to take individual responsibility and to be flexible are the key drivers for the overall success of Peak Collections Ltd

AIM OF POLICY

The overall aim of this recruitment and selection policy is to ensure that there is a consistent, fair, safe and cost effective approach to recruiting and selecting the best people.

DIVERSITY AND EQUALITY

Diversity, tolerance and equality are at the heart of recruitment at Peak, where people of all races, faiths and cultures can work effectively together. Attracting and retaining people from different backgrounds brings fresh ideas and perspectives which will enhance working practices.

Peak is committed to encouraging diversity amongst the workforce and recognizes that everyone is unique and that people have different abilities to contribute to overall performance.

Peak is committed to ensuring that all employees have the opportunity to maximise their potential and enhance their self-development and their contribution to the company.

Peak is committed to developing an open workplace culture in which everyone feels valued and can add value and aims to nurture creativity and innovation and thereby to tap hidden capacity for growth and improve overall performance.

THE RECRUITMENT PROCESS

The recruitment processes are geared to identify the key skills, knowledge, motivation and attitude required in the successful candidate. When a need to recruit is identified, the recruiting manager should review the requirements of the role ensuring that the job description and person specification are up to date, clear and concise.

The job description should clearly state the main duties and responsibilities of the role, the company's commitment to diversity, equality and the individual's own responsibility.

How and where roles are advertised along with whether external support will be sought from specialist providers are key decisions in the recruitment process. Any external advertising should be professional and portray the desired company image All advertising must be fair in relation to gender, ethnic origin, disability, sexual orientation, religion, religious or philosophical belief.

Adverts should be clear, concise honest and open and geared to attract only those who fill the essential specification.

Reference also needs be made to the need for the successful applicant to undertake a criminal record check via the DBS as well as the usual details of the post and salary, qualification required etc.

The company recognises the value of, and seeks to achieve a diverse workforce, which includes people from different backgrounds, with different skills and abilities. When deciding on the wording of the advert it is important to ensure the content cannot be considered discriminatory either directly or indirectly.

The application form is an essential tool in the selection process and providing false information is an offence and could result in the application being rejected or more seriously, the applicant facing summary dismissal if they have started their employment.

All applications are to be scrutinised to ensure that they are fully and properly completed; that the information provided is consistent and does not contain any discrepancies; and to identify any gaps in employment.

Any applications that are significantly incomplete should not be accepted or shortlisted. Any anomalies, discrepancies or gaps in employment identified by the scrutiny should be noted so that they can be taken up as part of the consideration of whether to short list the applicant. As well as reasons for obvious gaps in employment, the reasons for a history of repeated changes of employment without any clear career or salary progression also need to be explored and verified.

The purpose of seeking references is to obtain objective and factual information to support appointment decisions. They may be sought depending upon the role being recruited, and must be obtained directly from the referee and must not rely on references or testimonials provided by the candidate when taken.

The interview should assess the merits of each candidate against the job requirements as outlined in the job description and explore their suitability to the work. All candidates are to be instructed to bring with them documentary evidence of their identity that will satisfy DBS requirements, i.e. either a current photo driving licence or passport, or a full birth certificate, plus a document such as a utility bill or financial statement that shows the candidate's current name and address, and where appropriate change of name documentation.

A panel of at least two people allows one member to observe and assess the candidate, and make notes, while the candidate is talking to the other. It also reduces the possibility of any dispute about what was said or asked during the interview.

The following checks must be recorded and dated when the check was evidenced.

- 1. Identity** – verifying the successful applicant’s identity by reference to original documents. Candidates interviewed should be asked to bring with them the necessary documents to verify their identity that will satisfy the requirements of the DBS disclosure application.
- 2. Eligibility to work in the UK** – it is an offence to employ someone who is not eligible to work in the UK. Checked via www.gov.uk.
- 3. DBS disclosure** – completion of an application for a DBS and production of the supporting documents required.

When offering employment to the successful candidate, all offers of appointment are provisional upon the evidence required above.

Induction - the appointment is also conditional upon the person completing a satisfactory probation period. The induction programme provides the new recruit with vital information about the company and its expectations of its employees in relation to professional conduct and working with customers. All employees no matter how experienced should be provided with an induction programme to ensure he or she understands the ethos of the company when dealing with customers and how to raise any issues of concern. The purpose is to:

1. Provide training and information about the company’s policies and procedures;
2. Support individuals in a way that is appropriate for the role for which they have been engaged;
3. Confirm the conduct expected of staff within the company; and to provide opportunities for a new member of staff to discuss any issues or concerns about their role or responsibilities;
4. Enable the person’s line manager or mentor to recognise any concerns or issues about the person’s ability or suitability at the outset and address them immediately.
5. Discuss other relevant HR procedures e.g. disciplinary, capability and whistleblowing.

REVIEW

- The policy will be regularly updated but also formally reviewed every year.



Recruitment & Vetting Policy

Issue No: 4
Date: 12/5/2023
Confidentiality level: Public

Acknowledgement:

I have read and understood the content of this policy.

I am aware of where to find it on the Integrated Management System to ensure I am updated with any amendments to it.

I agree to abide by the content of this policy at all times.

Signature:

Date: