

A modern, multi-story building with a glass and metal facade, surrounded by greenery and purple flowers in the foreground. The building has a curved design and large windows reflecting the sky. The foreground features a paved walkway, green grass, and several purple flowers.

MSDG Session : Online Recruitment

1st March 2022

From the Recruiter's Perspective ...

We want to :

- ❖ Recruit the best candidate for the role and for the team
- ❖ Find out as much about each applicant as possible in a limited time

We aim to do this by :

- ❖ Using a number of different activities designed to offer a range of opportunities for candidates to show what they can do and how they do it
- ❖ Having clear success criteria for those observing or interviewing which are based on the 'Person Specification' for the post
- ❖ Focusing on certain criteria in each element of the process
- ❖ Involving our frontline team in the process

In the past ...

Step 1:

We use the person specification to evaluate applications and create a longlist.

Step 2:

The longlisted applicants were invited to a day of recruitment activities

- i) An individual activity designed to test accuracy under pressure
- ii) A group activity based on a real life scenario in the library
- iii) A group activity not related to libraries at all!

We were looking for candidates ability to work as a team member and leader, communicate and think logically.

Step 3:

Shortlisted applicants were invited to a formal interview.

During the Pandemic ... Recruiting Senior Library Assistants and our Customer Services Manager

- ❖ We invited shortlisted applicants to interview and notified them that they would have an unseen activity. All to be undertaken via Microsoft Teams/Zoom.
- ❖ SLA candidates were given a task based on a situation in the library and asked to prepare a response for the panel in 10 minutes. They then had to explain what they would do and why and could choose how best to communicate this to the panel.
- ❖ The Customer Services Manager was asked to prepare a more lengthy and complex presentation related to overall Service Improvement.
- ❖ The panel switched off their cameras and microphones but could monitor the candidate to ensure that all was fair.
- ❖ After a 5 minute (SLA) / 10 minute (CSM) presentation the candidates had a formal interview

Shortlisting

Person Specification Skills/Knowledge areas	Name		Name	
	EOI	Act	EOI	Act
Organisational Skills: <ul style="list-style-type: none"> • Good organisational skills with the ability to plan own work and that of others. Experience of prioritising activities and working independently. • Proven ability to work reliably and flexibly in a busy environment, preferably in a Library or in a busy customer focused environment. 	4	4	4	3
Weighting X3 Sub Total	12	12	12	9
Communication Skills: <ul style="list-style-type: none"> • Good communication skills including the ability to ensure action or acceptance by a colleague or customer by listening to and understanding another person's request or perspective, influencing, and providing a well reasoned response. • ...excellent interpersonal, verbal, and written communication skills. • Demonstrable ability to work both independently and as part of a team. 	3	4	4	3
Weighting X3 Sub Total	9	12	12	9
Customer Service Skills and Experience <ul style="list-style-type: none"> • Experience of receiving and resolving customer enquiries and the ability and willingness to adopt a friendly customer orientated approach in a busy service environment. Excellent and demonstrable customer service skills. • Substantial practical experience of customer support. • Ability to act as the escalation point and source of advice for Library Assistants on many different specialist processes, IT systems and databases. • Excellent and demonstrable customer service skills. 	3	4	3	3
Weighting X2 Sub Total	6	8	6	6
General Literacy, Numeracy and IT Skills and expertise: <ul style="list-style-type: none"> • Good numeracy, literacy and classification skills • Ability to work with accuracy to required standards and deadlines and to demonstrate attention to detail. • Good IT literacy including Microsoft office and on line systems. In addition, the ability and willingness to further develop skills in this area and to learn and adapt to new technologies. 				
Weighting X1 Sub Total	4		3	
Knowledge and expertise in/of Library systems and processes. : <ul style="list-style-type: none"> • Comprehensive knowledge, understanding and the ability to use complex and specialist processes (e.g. for main library stock reserve) and systems (e.g. British Library System, sortation system). • Knowledge and substantial practical experience of using many different specialist processes, IT systems (e.g. library management systems or equivalent) and databases (e.g. for catalogue systems) 	4		4	
Weighting X2 Sub Total	8		8	
TOTAL	39	32	41	24
EOI +Presentation sub total				
EOI + Activity + Interview TOTAL	71		65	

Criteria for Analysis

Based on Person Specification:

For example:

- Organisational Skills
- Problem Solving
- Communication

Organisational Skills		
NEGATIVE/ZERO		Little or no evidence Examples of undesirable behaviours
LOW	+1	Delegates/refers too much. Priorities lack logic Tries to do it all themselves
MODERATE	+2	
HIGH	+3	Clear and logical priorities Able to identify priorities quickly/decisive. Utilises the team and other departments extremely effectively – appropriate referrals

Tips for recruiters ...

- ❖ Make sure you have your timings arranged precisely before hand.... Remember that panel members will need to be logged in before each candidate joins the online meeting.
- ❖ Send out invitations separately for each interview and allow time between each one for logging in and out.
- ❖ Make sure the candidate has a way of contacting you if they have IT issues on the day.
- ❖ Introductions and a friendly approach are even more important
- ❖ Explaining that those members of the panel who are not asking the question will be writing (and so not looking at the candidate) is even more important than usual
- ❖ Make sure you have your ID check processes clear (requirements have now reverted back to pre pandemic standards)

Tips for candidates ...

- ❖ Check you have the correct link and that it works before the interview Is it Zoom or Microsoft Teams?
- ❖ Make yourself familiar with the controls for the relevant platform before the meeting...do you know how to share your screen?
- ❖ Are you looking into the camera... is it positioned correctly so that you are looking at the panel?
- ❖ First Impressions count...think about the background
- ❖ Think about your appearance
- ❖ You can have notes beside you...
- ❖ All of the usual advice for interviews apply ...

Tips for Candidates ...

- ❖ Test your IT equipment beforehand
- ❖ If asked to do an activity make sure you have the equipment that you will need ready
- ❖ Read the Person Specification and prepare illustrations of each criteria
- ❖ Have your notes to hand (an advantage of online interviews!)
- ❖ But don't just read your notes ... one of the disadvantages of online interviews is that it is harder to see candidates' personal qualities and communication skills
- ❖ Look at the camera...otherwise it looks like you are looking away