



**National Survivor  
User Network**

<b>Policy name</b>	<b>Recruitment and Selection Policy</b>
<b>Operational from</b>	July 2021
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<b>Associated policies</b>	Data Protection Policy Equality, Diversity and Inclusion Policy Family Friendly Policies Privacy Policy
<b>Privacy</b>	External

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## **1. Introduction**

We aim to attract, recruit, select and appoint the best candidates for the job - staff, trustee and volunteer roles at NSUN - and to promote equality, diversity and inclusion in order to build, develop and sustain a team who achieve the objectives of NSUN.

## **2. Equality, Diversity and Inclusion**

We are an equal opportunities employer and seek to encourage applications from all sections of the community, especially those which are under-represented in our workforce. NSUN will take positive action in recruitment advertising by utilising the relevant sections of The Equality Act, when this is relevant.

There are clear person specifications and job descriptions for all roles and candidates will be shortlisted according to these criteria. All selection decisions will be based on skills, knowledge and experience. We recognise that as well as job related qualifications, skills, knowledge and experience, applicants may have transferrable experience, knowledge and skills from other aspects of life experience, including but not limited to voluntary roles. This ensures we are following a fair and equal recruitment process.

All NSUN appointments and promotions will be based on merit and no job/role applicant will be unfairly discriminated against on grounds of a 'protected characteristic' as defined in NSUN's separate Equality, Diversity and Inclusion Policy.

Any disclosure of health problems, including mental health or substance misuse problems will only be discussed following a job/role offer. NSUN will make reasonable adjustments to the workplace and to employment arrangements so that a disabled person is not at any substantial disadvantage.

## **3. Person Specification**

This is a statement of the specific skills, knowledge, experience and attributes required to undertake the tasks involved in the job/role. It contains known, appropriate, justifiable and agreed criteria which are used for selecting candidates to be shortlisted and making decisions after the interview.

Person specifications are worded to ensure that criteria are relevant to the job/role, and that they do not discriminate on any grounds other than the ability to do that job/role. Due to being a user-led mental health organisation, it is essential that people have personal experience of mental ill health, distress or trauma.

## **4. Job/role Description**

This sets out the main purpose of the job/role and shows the responsibilities and accountabilities of the role as well as the main tasks/duties.

NSUN signed up to 'show the salary' and as such salaries will always be shown in job descriptions and job adverts. Job descriptions are worded to ensure they are accessible to everyone and that criteria are relevant to the job, and that they do not discriminate on any grounds other than the ability to do that job.

## **5. Adverts**

Adverts are designed to attract as wide a group of suitable applicants as possible, using accessible language. Adverts are placed externally and are shared with online networks including those led by people from marginalised and/or racialised communities.

Adverts should reflect the main elements of the job/role description and person specification and should also include:

- Name of the organisation
- Job/role title
- Salary details (or if it's a voluntary role)
- The type of contract (e.g. permanent, fixed-term) and hours (e.g. full-time, part-time, flexible, casual etc)
- Brief outline of tasks/duties and requirements
- How to apply
- Closing date/deadline and interview date
- Equal opportunities statement

Where appropriate, the job/role may be placed with recruitment agencies or specialist select and search consultancies. Where these providers are used, they will be given a brief, including the job description and person specification to ensure that the requirements are fully understood and candidates suitably matched to these requirements. Fees for using any agency or consultancy must be negotiated in advance and their terms of business received and agreed prior to authorising them to start the search.

## **6. Recruitment Pack**

The following will be available to all job/role applicants:

- Date of interview and name of person who can discuss the job/role with the applicant
- Job/role description
- Person specification
- Main terms and conditions
- Whether any employment checks will be made with relevant bodies (such as the DBS)
- Information about NSUN
- Background information relating to the role
- Application form and how to apply
- Equality and Diversity monitoring form
- Access and support needs form or question
- Details of whether applications will be acknowledged or not

NSUN will make provision for job/role information to be available in accessible formats.

## **7. Applications**

All applications are treated as confidential in line with NSUN's Privacy Policy and Data Protection Policy (please see separate policies for further details). Applications will only be circulated to those directly involved in the recruitment process. All applicants will be kept informed of any significant changes to the recruitment timeframe.

The Equality and Diversity monitoring form is completed anonymously and kept separate from the application. It helps us understand whether we are succeeding in promoting equality of opportunity and encouraging representation.

## **8. Internal applicants**

We encourage internal applications to ensure staff development. Where possible, all jobs/roles will be circulated internally to ensure that existing staff and volunteers are given the opportunity to apply and develop their skills and careers. This ensures staff are made aware of career opportunities available to them. Benefits of recruiting internally mean that a candidate will already be familiar with NSUN's policies, procedures, internal structure and systems, they may be able to start the job/role earlier than an external candidate and NSUN can save on costs and time of external recruitment.

However, jobs/roles will not be advertised internally where there is a reorganisation within a department and we have employees with jobs 'at risk' of redundancy for whom we are seeking alternative jobs, or where we have an obligation to place somebody in another job (e.g. changing for health or safety reasons or returning from family friendly leave whose original job is no longer available). In these instances, the needs of the employee to be redeployed will take priority.

## **9. Shortlisting**

All applications received before the closing date will be acknowledged and considered. People who are involved in the shortlisting process should declare an interest to the recruiting manager if they do business with, are related to or are a close friend or partner of any of the applicants. The recruiting manager will decide whether they should withdraw or continue to be involved in the shortlisting selection process.

If an applicant has disclosed that they identify as disabled, this will not adversely affect their chances of being shortlisted or offered a job/role. This also applies if an existing member of staff newly identifies as disabled.

Each applicant's ability to meet the requirements of the job, as stated in the person specification, are assessed using a simple scoring system. Applicants who are shortlisted for interview will be notified in good time and asked if they require any adjustments to the interview process to enable them to participate. NSUN will endeavour to meet any adjustments requested.

Applicants who are not shortlisted for interview will be contacted to let them know that they have been unsuccessful in their application. Due to the potential large numbers of applicants and the capacity of NSUN's small team, it may not be possible to offer individual feedback at this stage but we will do our best to provide it, if it's requested. Internal applicants will be advised in person with feedback given.

## **10. Interview**

Shortlisted candidates will be invited to attend an interview. They will be sent the relevant job description, together with location details, map/directions (where appropriate), and, if it's in person, where to report and who to ask for. We aim to give sufficient notice to candidates before the interview date to enable them to adequately prepare for this. However, in some circumstances due to time restraints and organisational needs, this might not always be possible.

Interview questions and any relevant tasks will also be shared with candidates beforehand and they will be interviewed by at least two people. The interviewers will be introduced and an outline of the structure of the interview given. Candidates will be encouraged to:

- Take the time they need to think about responses to questions
- Ask for clarification if any question is unclear
- Give as many examples as they can to support their answers

They will be asked the same initial questions and allocated the same amount of time for their interview. Different supplementary or probing questions can be asked as appropriate depending on the response of the candidate to the initial question. Candidates may also be asked specifically about a matter arising from their application form. Questions about marriage plans, family intentions, religious or political commitments, caring responsibilities, opting out of an automatic enrolment pension scheme or about any other issues which may give rise to suspicions of unlawful discrimination will not be asked.

For certain jobs/roles, second interviews may be arranged.

We will ensure that the process is not unlawfully discriminatory and will do our very best to accommodate the particular needs of anyone who identifies as disabled. We appreciate them letting us know in advance if this is the case.

Interviewers will give careful consideration to their assessment of candidates. Each interviewer is responsible for ensuring that they take clear notes of each candidate's interview.

All candidates who have been interviewed will be offered feedback.

## **11. Appointing**

A scoring system is used to establish how each candidate meets the requirements of the job/role. The interviewers will separately make their individual assessments before any discussion or comparison of candidates is made. This is done once all the interviews have been concluded.

The interviewers will aim to notify the successful candidate, usually verbally/by phone, at the earliest opportunity and a timescale given on which they need to accept or decline the job/role offer. A written offer will be sent, via email, as a follow-up to the verbal offer. This will include the main terms and conditions and, once accepted, a contract and any relevant employment paperwork to be signed and completed.

## **12. Background checks, Right to work in the UK and References**

Each successful external candidate will be informed if they are subject to any background checks e.g. DBS. This will normally be made once they have accepted the offer and will be dealt with in accordance with our Data Protection Policy (please see our separate policy for further details).

Job/role offers are made subject to right to work in the UK, references being obtained and a satisfactory probationary period. A UK passport or birth certificate or appropriate working visa or settled status should be checked in-person (a driving license is not adequate proof of right to work in the UK). Further details can be found on the Government website by clicking on [this link](#).

Two referees will be contacted via email after the successful candidate has given us their permission. Where possible, references should be received prior to anyone starting work and it may be that we delay the start date until the references are received. In the event of a reference being unsatisfactory to us, we may withdraw the offer but will discuss this with the candidate, and if appropriate the referee, before making this decision.

## **13. Recording notes and Confidentiality**

Any shortlisting and interview notes and the Equality and Diversity monitoring form will be kept for 1 year in accordance with our Privacy Policy and Data Protection Policy (please see separate policies for further details). This is in case they need to be referred to if the interviewer's decision is challenged. An employment tribunal will request that all notes of all interviewers are submitted to support any decision that was made.