

The background of the image features two glowing incandescent light bulbs. The bulbs are positioned diagonally, with one in the upper right and another in the lower left. The filaments inside the bulbs are brightly lit, creating a warm, golden glow. The glass of the bulbs is slightly reflective, and the overall scene is set against a dark, almost black background, which makes the light from the bulbs stand out prominently.

# RECRUITING REMOTELY

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# Recruiting remotely

As lockdown continues, we have all had to adapt to the new 'business as usual'. For most organisations that has meant reviewing best practice and utilising technologies they may not have used before to ensure the smooth running of their business.

Initially most recruitment was put on hold, however, the reality is that critical gaps still need to be filled and for various reasons including sickness and permanent head count freezes there will be interim positions that arise.

The following presentation explores how you can continue to hire following a 'less traditional' process.

# Specification & review of CV's

We would normally advocate a face-to-face meeting with your consultant when you commence the recruitment process. The meeting would be to discuss the business in more detail, the culture of the team, the position and person specification.

As most businesses seem to have discovered technologies such as Zoom and Microsoft Teams, there is no reason why this meeting should still not take place, but remotely.

This will help you get firm timeframes in place and allow your consultant to talk through their short list with you. Ideally, you will agree which candidates you will take through to first stage interview.

# First stage interview

We would suggest the first stage interview is over the telephone.

This is already part of many company's' recruitment processes but, for those where it is not, be clear what you want to achieve from this process.

For most it is a conversation of no more than 30 minutes talking through the CV of the candidate and explaining the job role to them. Although a professional interview, this stage is often more conversational to ascertain that both parties are interested in exploring how they could work together further.

Practical considerations before the call is made should include:

- Ensure your phone is fully charged.
- Ensure you are in a good phone reception area.
- Make sure that you are not going to be interrupted.
- Be in a quiet place of the house (we had a client working in the kitchen where the washing machine was on spin, which was quite off-putting!).

# Second stage interview

Like it or not, most interviews for the foreseeable future are likely to be done over video, rather than face-to-face.

## THE TECHNOLOGY:

Before the interview have some test runs using the technology on your lap top, phone or iPad to ensure that it works. You will probably have already used the technology for internal meetings, but if not call a colleague to check it works rather than trying for the first time in an interview scenario.

In particular, check the internet connection is functioning properly in the room you will use. Don't forget to ensure you have enough charge or that you are plugged in before you start!

Just as you would in a face-to-face interview, check your phone is off. Also make sure that you are not going to get interrupted by children, pets or partners!

# Second stage interview

## INTERVIEW PREPARATION:

It is important to remember you are trying to reflect your organisations culture so dress as you would dress for an interview.

When you confirm the interview give some indication of the length of time that you think it will last.

As with a normal interview ensure you have prepared the structure you wish to follow, questions you want to ask and any competencies that you want to test.

If you are going to be interviewing alongside other people, then agree who is starting each question and that you have given the other person a chance to ask anything else they want to follow up on the candidate's answer.

# Second stage interview

## THE INTERVIEW:

Set the agenda with the candidate so that they have an idea of what order you are covering things.

Be aware of your body language and ensure that the camera is at your eye level. Also be aware of their body language as you are going through the interview and the tone of voice they have when answering your questions.

Make sure you are taking notes on the interview as you are going. In one respect this should be even easier than normal, as they will not be able to see what you are writing. However, also be aware that looking down to take notes for too long will mean you lose 'eye contact' which can be very off putting on video.

Make sure you give the candidate an opportunity to ask you questions before concluding the interview.

# Post interview

Review your own notes and write them up in a format which makes it easy for you to go back over.

If there were colleagues interviewing with you then hold a video call with them to share feedback as soon as you can.

Arrange a video call with your consultant to share your feedback and get the feedback from the consultant.

If you are in a position to make an offer then give the details to your consultant as you normally would. Remember to check the benefits you can offer as the candidate will want all of the details.

# New starter

It is very possible that your new starter will be with you before you are back in the office. This will be a new experience for most people and so the on boarding process must be thought out even more clearly than normal.

- Equipment – will they use their own lap top / phone or will you need to arrange a company one to be with them.
- Starter pack – is there any way of having branded goods delivered to them pre start. Small things like pens, notepads, mugs can make a difference.
- Induction – how will you do this? Will you conduct it on the phone or video? Are there presentations you can send?
- Meet the team – can you organise video calls to help build the internal network? You want them to feel part of the organisation and team as soon as possible.
- Training – Plan the balance between phone, video, online etc.
- Daily set up / review – make sure you are keeping in touch regularly to set expectations and review the work carried out.

## Further support?

Please feel free to reach out to us. We are always happy to answer any question, please contact our MD Chris Goulding on:

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