



Working with external recruiters

What should you look for in a recruitment consultancy?

1. Specialists who understand your industry sector.
2. A genuine desire to form a long-term partnership with you and really understand your business, your culture, your team environment and the type of people you are looking to recruit.
3. A good consultancy will do the bulk of the pre-qualifying work for you and only provide shortlisted candidates that meet your specific requirements. All candidates put forward should be suitable for interview. You **should not** be bombarded with a huge number of CVs and advised to 'take your pick'.
4. A good consultancy will also properly prepare all candidates for interview. This includes providing the candidate with full information on your company and the role available and assisting with all parts of the process. For example, ensuring candidates arrive for interview with all necessary documentation pre-completed and proof of their eligibility to work in the UK.

How can you ensure you get the most value out of your recruitment consultant?

1. Make time to brief your consultant properly on the role. This doesn't mean simply emailing a job specification and some generic information. Of course, emailing this information is the natural starting point, however, make sure you also arrange a time to discuss the assignment in detail. A lot of the information the consultant will require may well be sensitive - such as salary information and the reason for the vacancy. This conversation will therefore no doubt be more effective if you arrange to make the call from somewhere private, rather than from an open plan office. This more detailed information could include information such as the type of personality or character traits you are looking for and how they will fit with your existing team or department. The more information you can provide, the better equipped your consultant will be to find you the right person.
2. Ideally, set interview dates upfront. Endeavour to pinpoint a day or two that are a week or so away. This will give your consultant the chance to find the right people and ensure the candidates are available when you need them to be, if they are shortlisted for interview. This will really reduce the amount of time involved in the overall hiring process and help keep everything focused and on-track.
3. Try to get back to your consultant as quickly as possible on CVs submitted or at least agree a certain timescale (typically around three days from submission). Candidates will have been advised where their CV is being sent and for what role, so they will be chasing the consultant for feedback if they haven't heard anything after a certain period of time.
4. If you are also interviewing internal candidates, make sure your consultant knows about this. Explain whether they will be interviewed prior to or alongside any external candidates. This helps your consultant manage the expectations of the candidates they are representing.



5. Be clear in terms of what the interview will involve. For example, if you plan on conducting some form of testing, advise your consultant accordingly so they in turn can advise the candidate. There is nothing worse than having something unexpected sprung on you at interview when most people are already a bit nervous, so you won't necessarily see the 'real' person. Equally, don't say it's more of an informal chat and then do a formal competency based interview! People like to know what format the interview will take so they can prepare themselves accordingly. By being consistent in your approach you will find the overall interview to be far more effective.
6. Make sure you are also well prepared for the interview. Whilst the candidate is there to impress you, **you are there to present your organisation in the best possible light**. Make sure you allow enough time, book rooms in advance, make sure you have a copy of the candidate's CV etc.
7. Clear, open communication is vital. You may be using more than one recruitment consultancy to assist you in finding your candidates. If you fill the role ensure you make time to drop a quick line to the other companies working on your behalf to advise them of this. This will ensure the other recruiters don't waste your time by continuing to contact you with candidates for a role that actually no longer exists. Importantly, this good communication also helps preserve your employer brand within the marketplace.

Remember if you have any queries whatsoever, we're here to help.

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