1. Workforce Planning

- Looking forward to quickly addressing resourcing needs
- Unsure on how to proceed
- In need of expert support

- Are there similar role profiles to speed things up?
- Who to engage with
- When to engage HR

- Replacement staffing required
- Low staffing identified
- Requirement for additional staffing

Hiring Manager
2. Job Analysis & Financial Approval

- Have we thought of everything we need?
- Have we got the necessary authorisation?
- Confident in process
- Informed
- Consulted
- Structured

- Have we got all of the relevant information?
- Are the timescales suitable?
- Do we have a good strategy for recruiting the right candidates?
3. Vacancy Creation (cont.)

- I would like this role

- Enthusiastic
- Informed
- Expectant/Impatient
Next

Continued on

4. Shortlisting

Expects

Preferred

Can we get who we want?

Have we taken the right strategy?

Do we have the right candidates?
4. Shortlisting (cont.)

- 17. Feedback to Candidate
   - Interface: Candidate Feedback
   - Owner: Recruitment Partner
   - Recipient: Candidate
   - Trigger: Completion of Shortlist
   - Method: Email
   - Data: Rejection of application
   - Invite to Interview as apt.

- 18. Implement Recruitment Plan

- 19. Issue Interview Pack
   - Interface: Issue Interview Pack
   - Owner: Recruitment Partner
   - Recipient: Candidate
   - Trigger: Implementation of Recruitment Plan
   - Method: Email Letter
   - Data: Details of Interview

- 20. Interview Set Up

Questions:
- Is this the process I was expecting?
- Do I now have all the information I need for the next phase?
- Do I still want to continue?

Feeling:
- Informed
- Excited
- Prepared
5. Onboarding

- Is this the offer/contract I was expecting?
- When do I hand in my notice?
- When can I start?

- Expectant
- Enthusiastic
- Nervous