

AGENCY OPERATIONAL WORKING GROUP – OUTCOME FROM WORKSHOP ON RECRUITMENT

Issues and barriers to applying for vacancies

- Language - its use and forms it can take may make people feel excluded
- The culture and perception around working for the Civil Service, including the perception of it being a structured and non creative environment
- People's health conditions
- Not having the required qualifications needed
- People requiring work adaptations may be put off applying and not aware support can be provided
- Financial implications including moving from unemployment into work, transport and childcare costs
- The prospect of having to move around to progress your career
- The impact working hours may have on caring responsibilities
- The recruitment process and use of competency based applications
- Pre-employment checks can take a long time with some people not being able to wait
- Digital applications can be off-putting.
- Perception that jobs are already ring-fenced or earmarked for people and belief that its not worth people's time in applying
- The impact of changes in the political landscape
- You don't see Civil Service Jobs advertised? Where are they advertised and where do you look?
- The Civil Service has different departments and sets of Terms and Conditions

How can we lessen or remove these issues and barriers?

- Make the agency an attractive place to work
- Design jobs in a way that make them flexible and accessible to all
- Offer different working patterns, flexible working hours, the ability to work at home, flexibility around the impact of health conditions and caring responsibilities
- Communicate that we want a diverse workforce, use visuals, build momentum and tell a story
- Promote the training that will be offered and career opportunities
- Use different communication methods to let people know recruitment is taking place, target organisations such as colleges, job fairs and specific communities and meet with them locally
- Recruit on the values of the agency and value the skills of people, rather than solely their qualifications
- Base recruitment around the role and qualifications actually needed for the job
- Test job adverts and applications with users
- Factor in enough time for people to apply taking into account elements such as term time
- Think differently for interviews to not exclude specific groups

- Help people understand the skills they have
- Involve externals and people with lived experience in the recruitment process
- Consider employing modern apprentices, interns and people already in the employability pathway who could be accepted ahead of recruitment and gain work experience in other departments
- The way the Agency is viewed will influence how attractive it is for internal Civil Service applicants

Essential elements to focus on in the recruitment process

- Get the messaging right - opportunities for all, clear vision on culture and values of the agency, set a diverse culture
- Establish a Communications plan – use social media and work with partners across the sectors
- A diverse group of people can need continued support when in work, make sure this is offered
- Offer home working, flexible contracts, childcare facilities and promote HR policies by providing case studies
- Recruit to values and through fair and open recruitment
- Take a broad approach to promoting job opportunities, learn from others in what has worked well and promote in places that people trust, pathways like schools
- Challenge minimum education requirements, especially for older groups
- Ensure staff selecting and sifting applications are properly trained
- Be aware of unconscious bias in ALL its forms.
- Lead by example - walk the walk