

## Topic 2.5.2 Effective recruitment

### Key Vocabulary

**Directors** – people who make the biggest decisions faced by the business, e.g. aims and objectives

**Managers** – the people who organise others to carry out tasks

**Supervisors / team leaders** – these people ensure that the staff below them do what they are supposed to do

**Operational staff** – a member of staff who has specific responsibility for meeting for meeting a target set by the business that is focused on achieving the business's aims and objectives

**Support staff** – staff who provide help to operational staff, providing assistance with computer networks, administration task etc

**Job description** – a short account of the main features of the job

**Person specification** – a description of the type of person who would best fit the job: their character, their experience and skills

**Application form** – a series of questions a job-seeker must fill in when trying to get an employer interested in interviewing them

**CV** – curriculum vitae. Sets out the person's experience, qualifications and other relevant facts

**References** – people such as teachers or previous bosses who are willing to answer questions about the qualities of a job applicant

**Internal recruitment** – appointing someone from within an organisation

**External recruitment** – appointing a new employee who does not work for the business

### Core Knowledge

In a large business there are 5 main job roles:

- Directors
- Senior Managers
- Supervisors / team leaders / junior managers
- Operational staff
- Support staff

Documents used in the recruitment process:

- **Job description** and **person specification** – created by the business so they are clear about the job that is needed to be filled and what the ideal candidate would be like
- **Job advert** – this can be placed in various places, such as job centre, recruitment agency, online, internal notice board or email, newspapers or specialist magazines
- **Application form, CV, letter of application** – completed by the candidate to provide all the information required by the business
- **References** – supplied by people who know the candidate to support an application

A candidate can be chosen through an interview, assessments, further tests or tasks

	Benefits	Limitations
<b>Internal</b>	Quicker and cheaper Motivational for employees Business knows the candidate well	Existing workers may not have necessary skills Creates a new vacancy
<b>External</b>	Wider range of applicants New skills and ideas	Expensive and time consuming processes

### Don't be a "man on the street"

- Don't confuse Directors or Managers with owners of a business
- Not all businesses will have all job roles – it will depend on the structure and size of the business
- Not all vacancies will be advertised in the same way, or place. It will depend on the role and urgency



### Wider Business World

**McDonald's** – only recruit online

**Merlin entertainments** – require candidates to attend assessment centres

**B&Q** – one of many businesses that no longer accept CVs, only application forms



### Synoptic Links

**Organisational structures** – HR will need to know where a vacancy fits within the hierarchy

**Legislation** – there are laws regulating how employees can be recruited

**Motivation** – offering internal promotion opportunities can be non-financial motivation