

Candidate Service Charter



What	When	Why
CANDIDATE CARE STANDARDS		
Completed candidate registration in profile	Within 5 days of interviewing candidate	Candidate's details are not available to other consultants until done
Providing honest candidate feedback	All the time – particularly during interviews	To honour the 'consultation' aspect of our roles
Gaining candidate's permission before sending their resume to a client	Every time a resume is sent to a client	So we are complying with privacy laws
Ensuring candidates are given adequate follow up and feedback after they have been shortlisted to a role	First phone call 1wk after s/list (even if there is no feedback). Further info given when it comes to hand & final closure / outcome given to candidate.	Candidate care – keeping the candidate informed as to the status of their application
Floating – promising a candidate their CV will be sent to a list of clients	First phone call 2wks after floating (even if there is no feedback). Further info given when it comes to hand. Closure phone call 4wks after float.	Giving closure on the floats so the candidate receives an outcome & is not left wondering what happened
CANDIDATE COMMUNICATION STANDARDS		
Phone calls returned	Within 24 hours of message being left	Customer service
Respond to applications (on adlogic or through general enquiries)	Initial contact within 48 hours of application being received	<ul style="list-style-type: none"> • candidate care • prevents candidates chasing us for feedback
Interview feedback received & passed on (from clients & candidates)	Attempted contact with both client & candidate within 24hrs of interview taking place	Candidate care – ensures candidates are not left wondering what the status of their application is
Post placement follow up of candidate placed by SDE – perm or 12mth fixed term contracts	Phone call follow up at 1wk, 2mth, 6mth, 12mth	Quality process – not transactional recruitment
Post placement follow up of candidate placed by SDE – hourly rate contract (if ongoing long-term, see above)	Phone call follow up at 1wk, 1mth, and monthly thereafter	Quality process – not transactional recruitment
Keeping in touch with Business Critical, defined as someone highly networked in the market place, or someone who could become a client	Quarterly phone call	We need to keep in close contact as they are a source of business development, and good for referrals
Keeping in touch with Tier 1 – Inactive, defined as highly placeable but happily employed	Contact every 4 months	We need to keep in close contact as they are a source of BD, referrals, and we are likely to be able to assist them
Keeping in touch with Tier 2, defined as a good candidate, but probably not suitable for Blue Chip clients	Communicate at interview that the onus is on candidate to keep in touch. Bi-annual calls	Candidate care
Keeping in touch with Tier 3, defined as unlikely to place	Communicate at interview onus is on candidate to keep in touch. Annual follow ups logged	Candidate care
Communication with candidates who are unsuitable for our client base	Communicate at interview that we can not help them – explain why, and make inactive	Consult to candidate and give honest feedback so their expectations are managed