

The background features a complex, abstract design of interlocking loops in red, blue, and green. A single yellow sphere is positioned on a green loop. The design is set against a white background with red decorative shapes in the top-left and bottom-right corners.

Guide to using a
Recruitment Agency

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Guide to using a Recruitment Agency

A company's most important asset is its people...

Having the right people with the right skills in the right positions can make the difference between business success and failure.

However, how do you get these right people into your organisation in the first place? Do you take on the additional responsibility internally or is it better to hire the expertise of an external recruitment agency to help you find the best person for the job?

Whichever way you choose to do it, recruiting staff will always require some form of investment. It is how you make this investment that can make it even more valuable.

Why are you recruiting?

Start by thinking about why you are recruiting - is it to meet special business demands or busy periods of trade? This will enable you to assess whether you need someone on a permanent or temporary basis.

Once you have established the business needs, think about the type of person you are looking for in terms of skills, experience and attitude. This will allow you to draft an accurate person specification allowing you to identify and attract the right candidates for your needs.

Should I use an agency?

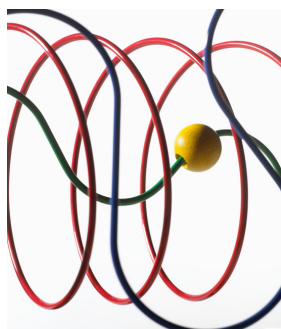
By using a recruitment agency you are effectively outsourcing a large part of the process and this will certainly save you time. A recent survey by the CIPD* found that speed and ability to recruit scarce skills were the most popular reasons for using an agency and even the most experienced HR professionals can benefit from an agency's local and specialist knowledge.

There are many benefits to using an agency:

- ✓ It will free up time allowing you to concentrate on daily management and focus on revenue-generating duties
- ✓ If you are a smaller company, you may not have the personnel to handle your own recruitment
- ✓ The agency will be able to use their skill and expertise to pre-screen and shortlist applicants
- ✓ You can 'try out' temporary workers before employing them permanently
- ✓ Agencies will pay temporary workers directly and take care of all their tax and holiday pay issues

However, make sure you select the right agency. A less reputable agency may not take the time to find out about your organisation and if they are slow or unsuccessful in providing the right candidates, you will find yourself losing valuable time and not filling the position quickly. This can prove to be disruptive to both staff and customers.

The hidden costs of recruitment



It is thought by some people that recruitment agencies are used as a last resort when the pressure is on to find candidates quickly and that all agencies are the same. However, the true cost of recruitment may be far greater than you realise – so what is the real cost of recruitment?

A recent report produced by the CIPD* showed that on average it takes 8.13 weeks to fill a vacancy at a cost in excess of £4,000. If you then include administrative time and lost productivity involved with the recruitment process, the cost is even higher.

Typical recruitment process:

1. Write advertisement
2. Design advertisement
3. Place advertisement in newspaper and/or online job board
4. If advertisement has not produced responses, rewrite the advertisement or choose other mediums to advertise in
5. If advertisement has produced responses, collate them
6. Read and sift through all received applications
7. Contact all unsuccessful applicants
8. Contact all successful applicants
9. Arrange interviews with all successful applicants

With a typical recruitment process including at least 9 steps (as shown above), it is easy to see why so many companies bring in the experts in the form of a recruitment agency.

Taking all costs into consideration, only 9% of the companies who took part in the CIPD survey believed that a recruitment agency increased the cost of their recruitment spend.

So, by working with a reputable agency and working together towards a common goal, a recruitment agency can be one of your most valuable suppliers – but how do you know which one to choose?

Finding the right agency

There are hundreds of recruitment agencies available and they all vary considerably – from small independents to national companies; from general agencies to niche specialists. So how do you decide on which one to use?

The first step towards finding the right agency for you is to ensure that they are a member of the REC (Recruitment and Employment Confederation). This will mean that they will observe the highest principles of ethics, equity, integrity, professional conduct and fair practice in dealing with others.

Secondly, you need to look at the agency's culture and working standards to ensure that they are similar to your own. Make sure that you document your exact needs for recruitment services to be able to draw up a list of requirements and ensure that the agency has the right qualities and matches your requirements.

At Select Appointments, we are a people focused organisation and our business is built around our core values of:

- ✓ Accountability
- ✓ Professional
- ✓ Friendly
- ✓ Customer focused
- ✓ Results orientated
- ✓ Integrity

We are a member of the REC and are committed to matching the right person to the right job in the right environment. By working in partnership with our clients and taking the time to understand both our clients and candidates needs, mutual suitability is assured. You'll find that no other recruitment organisation is as dedicated to your staffing needs.

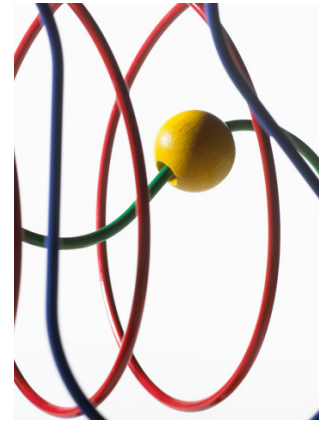


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How to get the most out of your agency

Having decided on the right recruitment agency for your company, you need to make sure that you get the most out of them. At Select, we ensure that you are provided with the best service by encouraging you to:

- ✓ **Build a good relationship** You are far more likely to get the right results if you build a relationship with the agency's consultants. By allowing Select to visit your premises, which is part of our traditional process, our consultants will get a greater understanding not only of the job requirements, but also your company culture and environment. This will enable Select to find only the most suitable candidates for you.



All Select consultants are dedicated to the needs of their clients and are committed to keeping in touch and will always be on hand if you need them.

- ✓ **Take advice** All Select consultants have a thorough understanding of their local market place and the current job market. By using our expertise, we are able to use the most effective methods to reach the best candidates suited to your individual needs.

Your Select consultant is then able to review each candidate and choose only the best suited to present to you. You can then choose who you would like to see from this shortlist and Select will arrange all of the interviews for you, saving you considerable time, effort and worry.

- ✓ **Understand the costs** When using an agency it is imperative that you understand the costs involved, when and how you will be charged. At Select we are proud to offer transparent costing enabling you to fully understand what you will be charged and when.

We are so confident that we will supply you with the right candidate for your position, that in the unlikely event the candidate doesn't meet your requirements, we will replace them free of charge**

We believe that candidate care and client care go hand in hand. If we can supply our clients with well trained, top quality, highly motivated candidates then they will carry on using us. It's a sweet and simple formula that has served us well for over 25 years.

At Select, we would like to be your recruitment partner and share our expertise with you, ultimately saving you time, effort and stress.

To discuss your recruitment needs and experience the Select difference, please visit www.select.co.uk/offices and contact your local Select office.

* CIPD Annual Survey Report 2007 – Recruitment, Retention and Turnover.
This Survey was carried out in February and March 2007 and relates to the period 1 January – 31 December 2006. The questionnaire was sent to HR professionals in the private, public and voluntary sectors. In total 905 responses were received. To view the full report please visit http://www.cipd.co.uk/subjects/recruitment/general/_recruitrent.htm

** terms and conditions apply. Speak to your local Select Consultant for full details.