



Recruiting

Are we getting the most suitable candidate?

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The Recruitment Process

- The art of attracting, selecting and appointing [suitable](#) candidates
- Process defined by organisation
 - Identify need of business
 - Advertise
 - Assess written applications and shortlist
 - Interview candidates
 - Formal offer
 - Induction
- Generic across the organisation



The Recruitment Process

- Positives
 - Fair
 - Consistent
 - Meets statutory requirements
 - Transparent
 - Merit based
- Negatives
 - Expensive – approx. 6 months wages
 - Wordsmith
 - Storyteller
 - Rigid
 - Becomes a chore

Is this providing us with the best candidate?



The Recruitment Strategy

- Focus on core competencies and skill set for the specific job
- Scenario based assessments
- Create opportunities to demonstrate qualities needed to 'fit' within the team
- Positive experience for all involved
- Meets statutory requirements



The Recruitment Strategy

- Process defined by Animal Management
 - Identify need of section
 - Advertise
 - Assess written applications
 - Conduct Assessment Centre
 - Interview candidates
 - Formal offer
 - Induction



The Assessment Centre

- Maximise success by carefully measuring each candidate
- Multiple activities performed
- Opportunity for the candidates to understand the role and environment
- More informed decision making for both parties
- Positive experience



The Assessment Centre

- Candidates invited to attend
- Introduction by Coordinator
- 5 Activities undertaken
 - Research and report on complaint
 - Conflict resolution scenario
 - Team presentation
 - Short answer essay
 - Self-assessment questionnaire



The Assessment Centre

- Facilitator independent
- Panel focus on observing candidates
- Assessment begins when the candidates arrive
- Morning Tea and Lunch provided
- Best candidates over the day are invited back for interviews



What have we learnt?

- Better candidates were identified and employed
- The 'fit' within the team is the priority
- Character attributes outweigh skills and knowledge
- Recruitment process can be positive
- No process is perfect or guarantees success



Hire character. Train skill.

Peter Schutz

