

## REMOTE RECRUITMENT INTERVIEW PROTOCOL

Tayside Contracts recognises the benefits to be gained from the use of technology in the recruitment process and has developed this Remote Recruitment Interview Protocol to be followed when holding interviews remotely.

### Principles

- All existing recruitment procedures remain unchanged and should be followed as per the Recruitment Process Map.
- The interview arrangement form must be completed and returned to HR Admin for all vacancies, regardless of whether the interview is to be held remotely.
- All interviews held remotely, either by telephone or video conferencing, are formal interviews and should be treated as such.
- Interviews are private and confidential and care should be taken to ensure that privacy can be maintained.
- If an applicant requires translation or interpretation services, or any other reasonable adjustment to allow them to participate in the interview, this should be accommodated.
- The notice periods for remote interviews are the same for as in-person interviews.
- There may be occasions where the applicant wishes to attend a Tayside Contracts location for the interview, for technological, privacy or personal reasons. In these circumstances' arrangements will be made for the applicant to attend a Tayside Contracts location, while the interview panel may attend via a mix of remote and in-person methods.
- The interview panel should meet remotely in advance to agree the format of the interview and the questions to be asked.
- Right to work and pre-employment checks should be completed for all preferred candidates.

### Advertising

- The Hiring Manager should complete the 'Advert Request Form' and note if the interview will be in person or via teleconference or videoconference, and submit it to [hadmin@tayside-contracts.co.uk](mailto:hadmin@tayside-contracts.co.uk) and inform HR Admin who is to be on the interview panel.

### Shortlisting

- HR Admin will send the interview panel the completed application forms, job description and person specification via email.
- All members of the interview panel are responsible for shortlisting applicants to determine which individuals they will invite to interview.

### Arranging a remote interview

- Once shortlisting is complete, the Hiring Manager is responsible for completing the Interview Arrangement Form and sending this via email to [hadmin@tayside-contracts.co.uk](mailto:hadmin@tayside-contracts.co.uk) at least 9 working days before the interview date.
- HR Admin will send out invite letters to those invited to interview detailing the interview arrangements. The 'Guide for External Participants' will be available on Tayside Contracts' Website and the URL included in invite letters for interviews to be conducted over Microsoft Teams.
- The Hiring Manager is responsible for sending any electronic calendar invites to interviewees.
- If an applicant requests translation or interpretation services, or any other reasonable adjustment, HR Admin will liaise with the Hiring Manager and the Equalities and Communications Team (if appropriate) to arrange this.

- If an applicant requests an in-person interview the Hiring Manager is responsible for contacting them and making arrangements.
  - This could involve a mix of the panel attending in-person and remotely
  - The Hiring Manager is responsible for booking any rooms and equipment
  - The Hiring Manager is responsible for ensuring any social distancing and hygiene measures are adhered to.

### **Interview format**

Consideration should be given to whether teleconference or videoconference is the most suitable method of holding the interview. The preferred method to use for different types of interviews are as follows, however consideration needs to be given to the applicants' preferences:

- Teleconference (cisco jabber or IOS and Android mobile devices)
  - More suitable for Cleaning, Catering and School Crossing Patroller vacancies.
- Videoconference (Teams)
  - More suitable for Grades 4/5 and above where pro-forma questions are not in use.

Please refer to the 'how to' guides on the following pages for specific instructions on how to arrange the different types of interviews.

IT Support can be provided by the IT Team, who can be reached on 01382 834100 or [helpdesk@tayside-contracts.co.uk](mailto:helpdesk@tayside-contracts.co.uk)

### **Remote Interview Procedure**

1. Hiring Manager to lead the interview.
2. Hiring Manager will open interview by introducing/seeking introduction of all participants and welcoming the candidate.
3. All attendees to be reminded that there is to be no recording of the interview.
4. Hiring Manager to outline the format and procedure of the interview and the technology being used.
5. Hiring Manager to remind applicant that no additional people (e.g. family members, or others in the household) will be permitted to participate in the interview.
6. Hiring Manager to introduce Tayside Contracts and outline the responsibilities and demands of the role.
7. Panel to ask interview questions as per previously agreed interview questions.
8. Candidates should be advised that notes will be taken during the interview.
9. Panel to record answers to questions using the interview template which can be found [here](#)
10. Hiring Manager to give applicant the opportunity to raise any points and ask any questions they wish.
11. Hiring Manager to ensure interview is fully concluded and inform applicant of next steps and when they will receive the outcome of the interview.

### **Tips for conducting a remote interview**

- If using video conference, 'blur' the background of your screen.
- Remain on 'mute' when you are not talking.
- If using video conference, use the 'hand up' facility and wait to be introduced, if you would like to ask a follow up question i.e. a panel member wants to follow up on what another panel member has asked.
- Give yourself additional time for remote interviews.
- Ensure phones are on silent and your emails are closed.
- Ensure you have access to water.
- Wear formal interview clothing.
- If the candidate is required to do a presentation, ensure they can share their screen fully.

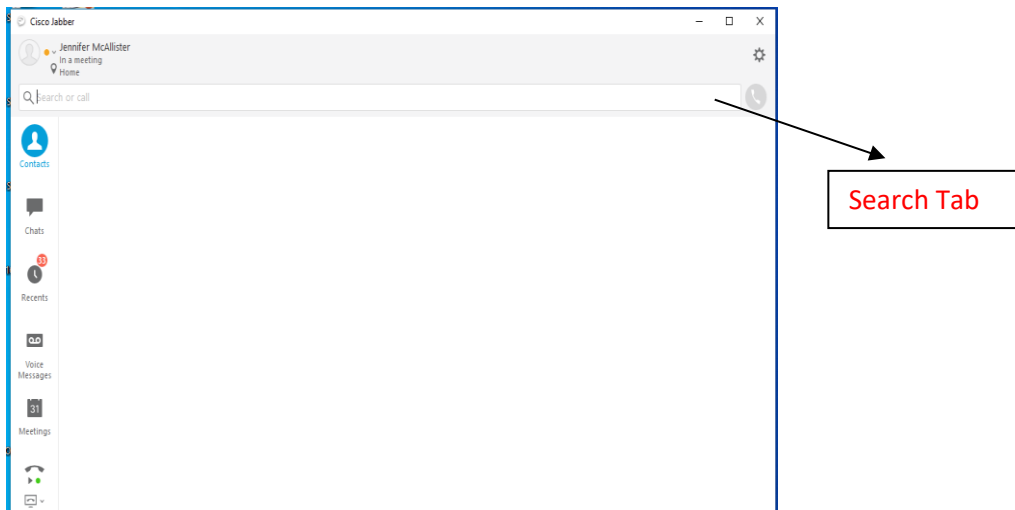
## REMOTE INTERVIEWS – CISCO JABBER USER GUIDE

This document has been designed as a guide to participating in and/or chairing a recruitment interview remotely via Cisco Jabber

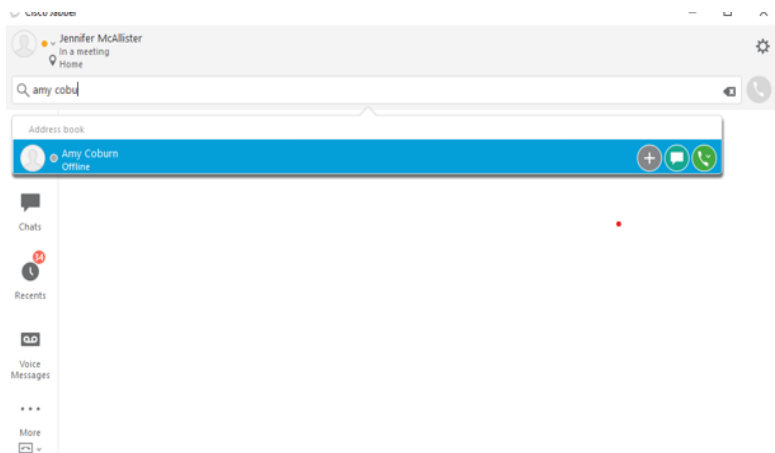
### 1. Starting the interview

The Cisco Jabber app should be launched on the computer by the Hiring Manager.

The Hiring Manager should call the second manager by typing their name in the search tab. The call can be made to either a landline or mobile telephone.



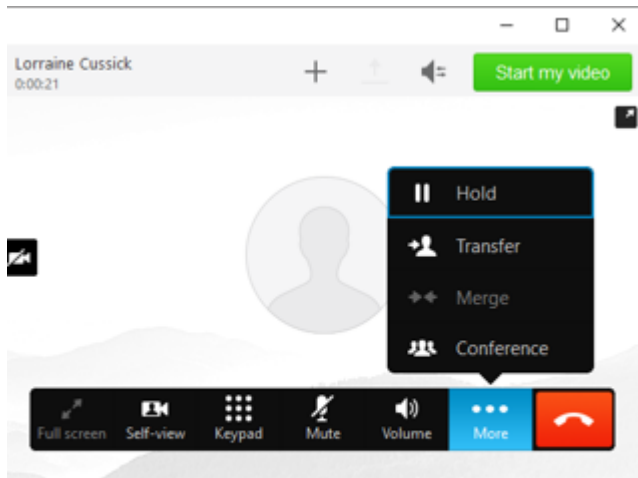
Once the phone details have been found and option will be given to phone either the landline or mobile telephone number. Choose the appropriate number by pressing the green button to start the call.



Once the call has been answered, advise the second Manager that they will be put on hold until the other participants join the call.

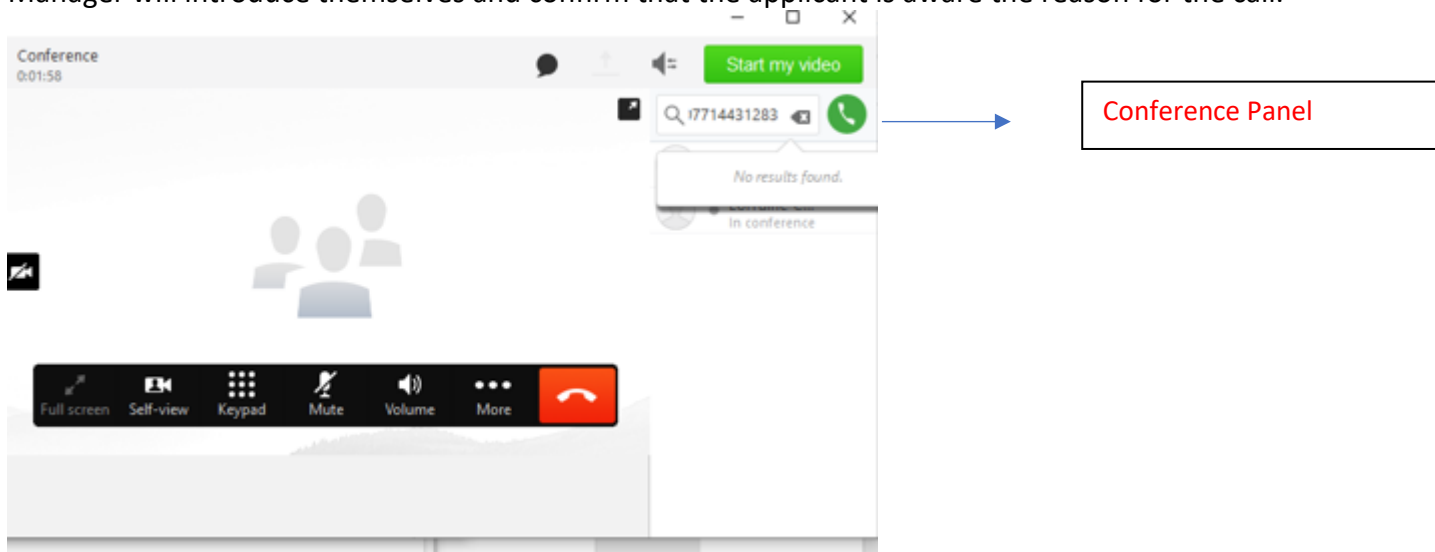
## 2. Adding Participants

To add other participants, select the “more” button (3 dots) on the black call control bar and then select ‘conference’.

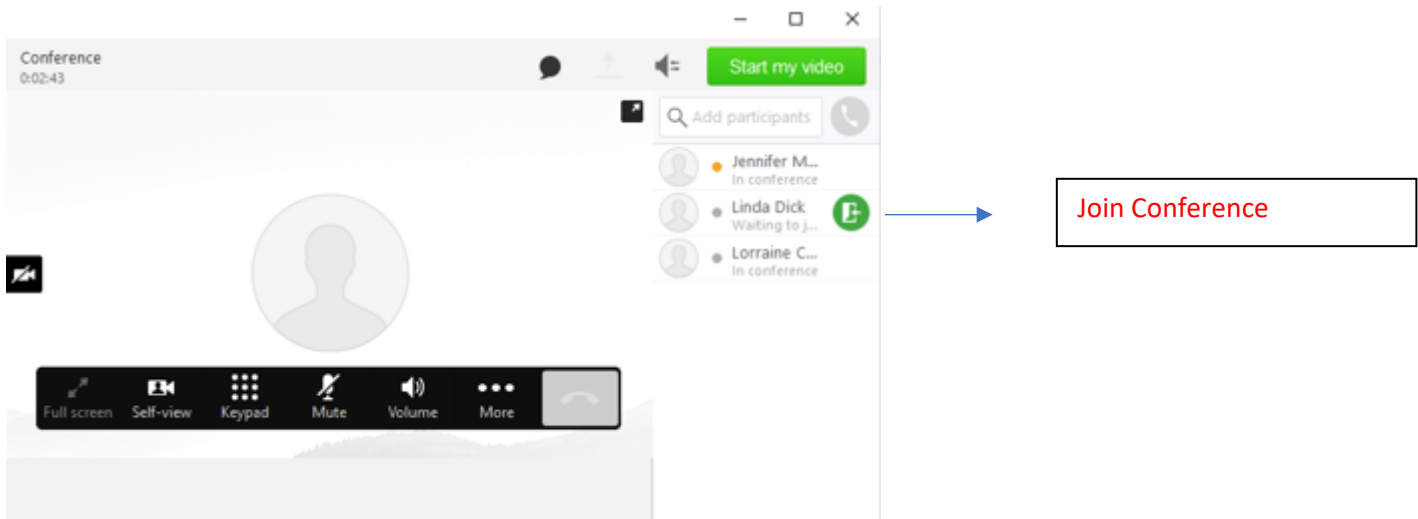


The Hiring Manager should add in any other interview panel members in the “add participants” bar.

The Hiring Manager should then call the applicant by typing in their contact number in the “add participants” bar and click on the green call button to call them. Once the call is answered, the Hiring Manager will introduce themselves and confirm that the applicant is aware the reason for the call.



Once all participants have joined the call a “waiting to call” button will appear under the telephone numbers in the conference control panel. The Hiring Manager will the click on the “join conference” button to connect all the participants.



### 3. Introductions to the Interview

The Hiring Manager will introduce the panel and give an overview of the interview format and procedure. The Hiring Manager should ask all participants to ensure that they are on 'mute' when not speaking to minimise disruption.

The Hiring Manager should introduce Tayside Contracts and provide an overview of the role, responsibilities, and duties.

Participants should be reminded that they are not permitted to record the call.

### 4. Conducting the Interview

Panel members should take turns to ask pre-arranged questions of the applicant, taking notes of their answers.

### 5. Ending the Interview

At the end of the interview the Hiring Manager will check with all participants that they have no additional points to discuss. The Hiring Manager will thank all participants for attending and confirm the next steps to them.

The Hiring Manager will press 'end call' to finish the meeting.

## REMOTE INTERVIEWS – MICROSOFT TEAMS USER GUIDE

This document has been designed as a guide to participating in and/or chairing a recruitment interview remotely via Microsoft Teams.

### 1. Setting up the Interview

The Hiring Manager should invite all participants to the interview (including translation services where required) to the meeting via email link as detailed below. The applicants email address should be provided on their application form.

The meeting arranger should be sent at least 7 working days before the interview is due to be held.

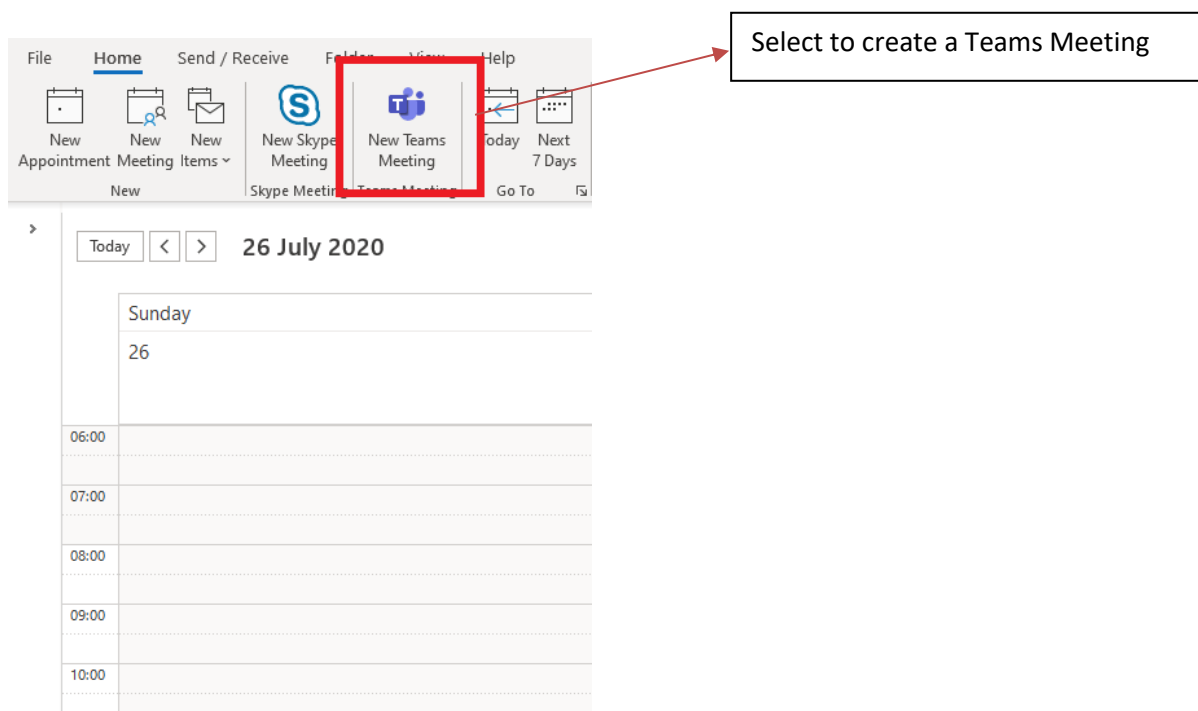
The meeting arranger should be marked as 'private' to ensure confidentiality.

The panel can create a second meeting to run side by side to allow them to meet before/after interviews without 'starting' the meeting that the applicant is invited to.

Ensure you allow adequate time for the interview and any panel discussions and bear in mind that remote interviews can take slightly longer than in-person interviews (as a guide allow yourself an extra 15 minutes).

Steps to follow:

1. Create a 'New Teams Meeting' in Outlook (as seen in the figure below).
2. Invite required participants via email address
3. Set date and time
4. Send invite



## **2. Starting the Interview**

The Hiring Manager should start the meeting and panel members will join.

If the applicant is using an external email address, they will enter the 'lobby'. The Hiring Manager should accept the entry of the applicant when all panel members are ready to start the interview.

## **3. Introductions to the Interview**

The Hiring Manager will introduce the panel and give an overview of the interview format and procedure. The Hiring Manager should ask all participants to ensure that they are on 'mute' when not speaking to minimise disruption.

The Hiring Manager should introduce Tayside Contracts and provide an overview of the role, responsibilities, and duties.

Participants should be reminded that they are not permitted to record the call.

## **4. Conducting the Interview**

Panel members should take turns to ask pre-arranged questions of the applicant, taking notes of their answers.

## **5. Ending the Interview**

At the end of the interview the Hiring Manager will check with all participants that they have not additional points to discuss. The Hiring Manager will thank all participants for attending and confirm the next steps to them.

The Hiring Manager will press 'end call' to finish the meeting.





## REMOTE INTERVIEWS - IOS AND ANDROID MOBILE DEVICES USER GUIDE

This document has been designed as a guide to participating in and/or chairing a recruitment interview remotely via IOS and Android mobile devices.

### 1. Getting Started

To start the call the Hiring Manager should dial the number of the second Manager/HR Adviser.

### 2. Adding Participants

To add other participants, select the add call  function and dial the applicants' number and wait for the call to connect. Once the call is connected select the merge call  function.

Once all the participants are present, the person who initiated the call will be able to see the names of all the participants.



### **3. Introductions to the Interview**

The Hiring Manager will introduce the panel and give an overview of the interview format and procedure. The Hiring Manager should ask all participants to ensure that they are on 'mute' when not speaking to minimise disruption.

The Hiring Manager should introduce Tayside Contracts and provide an overview of the role, responsibilities, and duties.

Participants should be reminded that they are not permitted to record the call.

### **4. Conducting the Interview**

Panel members should take turns to ask pre-arranged questions of the applicant, taking notes of their answers.

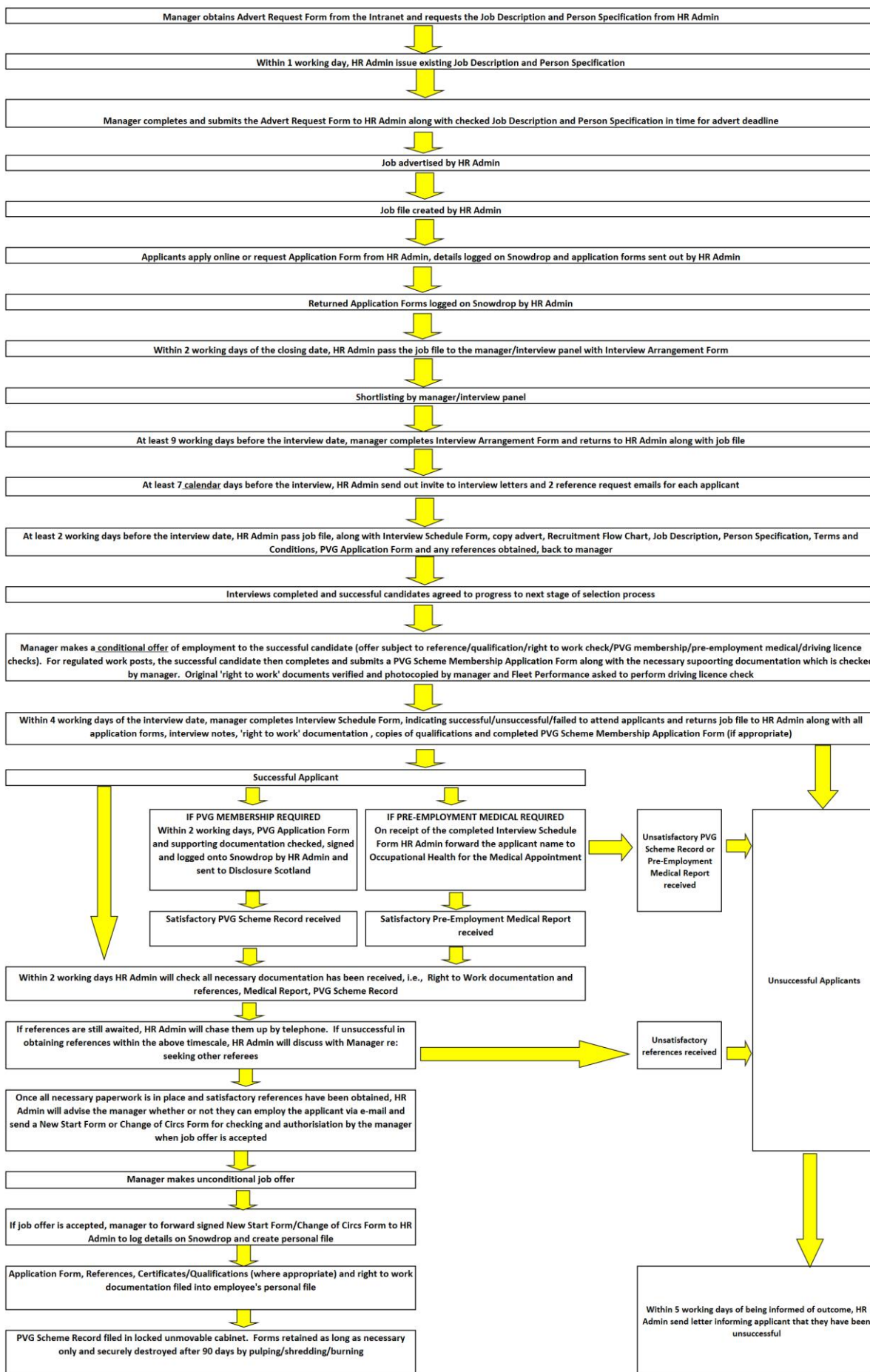
### **5. Ending the Interview**

At the end of the interview the Hiring Manager will check with all participants that they have not additional points to discuss. The Hiring Manager will thank all participants for attending and confirm the next steps to them.

The Hiring Manager will press 'end call' to finish the meeting.

RECRUITMENT PROCESS MAP

JOB VACANCY



NOTES:

1. Vacancies are advertised with no text as standard - any text should be discussed and agreed with the relevant HR Adviser
2. If unsuccessful in filling vacancy through the above process, managers should avoid repeating the process and instead discuss with the relevant HR Adviser to explore alternative recruitment methods/solutions.
3. Note that Thursday at 10.00 am is deadline for internal advertisements.
4. Right to work documentation should only be obtained from the successful applicant after a conditional offer has been made and the documentation received should be held securely until it is passed to HR Admin or destroyed if the applicant does not become an employee.