

Recruitment Charter

East Renfrewshire Council is committed to providing a professional recruitment service to all applicants and is working to remove any barriers to equality of opportunity at all stages of the recruitment process.

Our commitment to you as a job applicant is:

- We will treat you in a polite, helpful and friendly manner at all times.
- We will ensure that fair, non-discriminatory practices are strictly followed in all aspects of the recruitment and selection process.
- All full time posts are suitable for job sharing unless advertised to the contrary.
- We will include details of the name and telephone number of the member of staff who will deal with enquiries about jobs advertised in the application pack.
- We will include a recruitment timetable in the application pack including the deadline for submitting applications by.
- We can provide a large print version of the pack and we will also accept a CV from visually impaired applicants which gives all the information requested on the application form.
- If application forms can't be accessed by candidates online, we will send you an application pack **on the working day** we receive your request, or at the latest, the next working day.
- Once you submit an application you will receive an automated acknowledgement in writing, **on the day** we receive it through the My Job Scotland system, or the next working day at the latest if the application is received in another way.
- We will treat the information you provide in confidence. Your application form will only be seen by those managers and staff involved in the recruitment process and its administration.
- We will not reveal the information provided on the equal opportunities questionnaire to the interview panel and only use it to monitor our recruitment process.
- We will use only the criteria identified in the person specification as the basis for shortlisting.
- We will guarantee to interview any applicants who considers themselves to have a disability in line with the Equality Act 2010 and who meets the minimum essential requirements of the post.
- We will aim to advise you if you are being invited for interview within **3 weeks** of the closing date for the post.
- We will give you a minimum of **1 weeks' notice** that you have been selected for interview. At that time, we will also advise you of the format of the interview including details of the panel.
- We will make any particular arrangements you need to enable you to attend the interview, for example a location with ramp access, a sign language interpreter or information in large print.
- We will ensure all of our interviewers have received training that will provide them with the necessary skills to conduct fair and consistent interviews in accordance with the Council's policies and procedures and current best practice guidance.
- We will not contact your referee before interview if you have indicated this preference on the application form.
- After interview, the recruitment panel will verbally contact the successful candidate **within 3 working days** to make a conditional offer of employment which will be subject to satisfactory pre-employment checks.
- Formal offers of employment will be issued on receipt of all satisfactory pre-employment checks being received.
- If you have been unsuccessful at interview, you will be advised in writing **within 5 working days**.
- We will deal with all complaints of unfair treatment made through the recruitment and selection process promptly and fairly through the Council's complaints process.

We are committed to achieving the highest quality professional standard in the recruitment and selection of all Council employees and acting on feedback from our customers.

We welcome your comments. You can forward any feedback on your recruitment and selection experience with the Council to the HR Manager who is responsible for monitoring the quality of our recruitment and selection procedures by email to

hredirect@eastrenfrewshire.gov.uk

or by post to

**East Renfrewshire Council Headquarters,
Eastwood Park, Rouken Glen Road, Giffnock G46 6UG.**



our values

