

- Tip sheet

Online recruitment

Your organisation is always adapting the way it hires as recruitment becomes more automated and uses technology to its full advantage. During COVID-19, it will have adapted again, while maintaining a focus on the usual outcomes: merit, inclusion, transparency, equity and good candidate experience. In response, PSC released a [Virtual Recruiting guide for use across the NSW government sector as part of the PSC Recruitment and Selection Guide](#).

This tip sheet provides a few extra points on what to consider during COVID-19 restrictions. These will get you started, but as with all things, consult with your HR or talent acquisition partners for advice.

Prepare

Clarify the new procedures used for physical distancing if any interviews are conducted on site, or the technology you will use if done remotely (and ensure the platforms are accessible, easy to use and widely available). Also clarify with HR how your agency is onboarding new people during COVID-19 and any tips on how to help your successful candidate integrate into your team. It's important you have clarity on these details before you start conversing with candidates informally or formally. You could also use other software or some of the 'apps' in Teams (if that's your agency's preferred platform) to keep track of roles, responsibilities, key milestones, documentation to be completed, etc. throughout the recruitment process.

Advertise

Advertise the role(s) as normal, but make sure you understand:

- what the assessment options will involve if they are completely online, e.g. video recording of targeted questions, using specific software, and that the process may be different to the usual methods and could even take longer than usual to complete, given the complexity
- options available for an online or telephone interview and how these will be scheduled and conducted.

Adjust

You will need to make sure your HR can work with a variety of communication technologies such as Skype, MS Teams or Zoom, and that they will check with the shortlisted candidates on what they can reliably use as well (and have a Plan B if the phone or online platform fails). Remember some may have a disability and need specific software to participate.

Some online interview and assessment methods can be harder for candidates with a disability than others. For further information, check the [PSC's Recruiting People with Disability](#) advice.

Assess

Candidates may be feeling more unsure about the process at this stage, so having a Frequently Asked Questions-style document ready for the contact person on the job advertisement helps everyone.

The PSC has available [disability awareness](#) e-learning modules for managers that explore what inclusive manager practices look and sound like, if you need to check the latest advice.

Given the remote working intensification at this time, you could consider adding a question to an assessment that allows candidates to display additional skills or experience in working autonomously.

It's also important at this stage to let candidates know if the successful candidate will be required to work from home or in the office when they commence, depending on your agency's approach at this stage of COVID-19. Ensure you are clear on next steps and timeframes, and theoretically what onboarding might look like for a successful candidate.

Role success

When you have completed the recruitment stage and are ready to send a formal letter of offer, consider including any information about what they can expect before their start date, especially if the COVID-19 restrictions are likely to alter the usual process.

You could create a Frequently Asked Questions sheet on things like how they will receive their ICT equipment, when they will receive more information for their start date, HR contact details etc. We no longer have the luxury of working out the details of their first day when they arrive at your work location at the nominated time, but will need a plan and to have the equipment they will need at their remote working location (i.e. their home) so they are ready to start work immediately.

It might be simplest to have a verbal discussion with the successful candidate, to discuss the information and check if they will need a flexible working arrangement that is different from the way they might otherwise approach the role. If the role is ongoing, you may also need to discuss what the short, medium and long term changes will be as time progresses. Connecting your new employee with their team will also need more planning and initiative on your part as their manager so check the [Onboarding remotely](#) tip sheet for further information. If you have hired a person with disability go to the [PSC Making the Workplace Accessible](#) page for additional information.

This tip sheet will be enough to get you started, but if you feel you need more help or to go deeper, check the [PSC Recruitment and Selection Guide](#) and [Virtual Recruiting Fact Sheet](#), post your query on our LinkedIn group, talk to your manager or a trusted peer, or consult with your HR representative to explore any resources your agency may have access to.

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