HR Recruitment: Customer Report

The HR Recruitment customer report shows the progress of requests through the various stages of recruitment. This report is developed specifically for the Principal, Director, Education Leadership, or Corporate Manager to have visibility on the progress of their various recruitment requests.

How will this report benefit me?

The Customer Report has a focus on transparency through visualisation of the process.

What does the Customer report provide?

Recruitment – Schools

- This page shows the various recruitment requests submitted by the manager. The detailed table shows:
    - The RecordId of the request, for communication and tracking purposes
    - The unique ID
    - The position number
    - The date the recruitment request was submitted by the manager
    - The stage which the recruitment request is sitting at, and
    - The last date the request was updated by recruitment
- When an individual record is selected in the main table, below the line, the table to the right will show the stage gates an individual request has gone through.
- Below the main table to the left an explanatory legend shows the stage gates a recruitment request will progress through in order to be completed.

Use the slicers to filter and analyse the data:
For a school recruitment request
- Executive Director Group

- Network Name

How can I use the Customer report?

The Customer Report will assist principals and managers to know where their recruitment request is up to, and where the responsibility for progressing the request sits. This enables them to manage on boarding in their school or team, as well as following up with recruitment where there is a delay.

How do I know what the next step in the recruitment process should be?

The stage gates a recruitment request is required to go through for the different types of recruitment processes are outlined at the bottom of the report in a table. These tables are replicated at the end of this report.

What should I look for?

The last updated date shows the length of time since a recruitment officer has worked on the file. Where this has been an extended period of time, the manager is able to follow up with the recruitment officer to progress their request.

Additionally, the legend will show where a delay may be caused because the Principal or manager needs to complete an action before the recruitment request can progress. In the legend, where a stage has '***' beside it, the recruitment request cannot progress without the Principal or manager completing an action or providing information back to recruitment.

Where does this data come from?

Data is entered by recruitment officers into TRIM (HP Records Management).

How frequently is data updated?

The data is updated daily at 7:30am.

Corporate Recruitment (GSE employee) process flow

This section details the process flow for a GSE appointment where the position is filled through direct appointment and through advertisement.

Corporate: Appoint Identified Candidate	Corporate: Advertise (Merit Selection)	
Stage Gates	**Stage Gates**	**Notes**
Stage 2 - Recruitment Request assigned to officer	Stage 2 - Recruitment Request assigned to officer	
Stage 3 - Sourcing Method Identified	Stage 3 - Sourcing Method Identified	
Stage 7 - Successful Candidate confirmed	Stage 4 - Request released to hiring manager for Merit selection	Hiring Manager action required before progressing further
Stage 8A - Appointment Notification Issued	Stage 5A - Advert Received	
Stage 9 - Appointment offer Accepted	Stage 5B - Advert Authorised/Published	Hiring Manager action required before progressing further
Stage 10 - Request closed	Stage 6A - Comparative assessment report received	
	Stage 6B - Comparative assessment report confirmed	Hiring Manager action required before progressing further
	Stage 7 - Successful Candidate confirmed	
	Stage 8B - Appointment offer sent	
	Stage 9 - Appointment offer Accepted	
	Stage 10 - Request closed	

School Administrative Support Staff (SASS) Recruitment process flow

This section details the process flow for SASS appointment where the position is filled through direct appointment and through advertisement.

SASS: Appoint Identified Candidate	SASS: Advertise (Merit Selection)	
Stage Gates	**Stage Gates**	**Notes**
Stage 2 - Request assigned to officer	Stage 2 - Request assigned to officer	
Stage 3 - Sourcing Method Identified	Stage 3 - Sourcing Method Identified	
Stage 8 - Successful Candidate Confirmed	Stage 4 - Request released to hiring manager	Hiring Manager action required before progressing further
Stage 9A - Appointment Notification Issued	Stage 5A - Advert Received	
Stage 9B - Appointment Offer Sent	Stage 5B - Advert Authorised and Published	Hiring Manager action required before progressing further
Stage 10 - Appointment Offer Accepted	Stage 6A - Shortlist Received	
Stage 11 - Recruitment Request Closed	Stage 6B - Shortlist Confirmed	Hiring Manager action required before progressing further
	Stage 7A - Selection Panel Report Received	
	Stage 7B - Selection Panel Report Confirmed	Hiring Manager action required before progressing further
	Stage 8 - Successful Candidate Confirmed	
	Stage 9A - Appointment Notification Issued	
	Stage 9B - Appointment Offer Sent	
	Stage 10 - Appointment Offer Accepted	
	Stage 11 - Recruitment Request Closed	

Teacher Recruitment process flow

This section details the process flow for the recruitment of a Teacher through Central and Local appointment processes.

Teaching: Central Appointment	Teaching: Merit (Open or Closed)	
Stage Gates	Stage Gates	Notes
Stage 2 - Request assigned to officer	Stage 2 - Request assigned to officer	
Stage 3 - Sourcing Method Identified	Stage 3 - Sourcing Method Identified	
Stage 8 –Successful Candidate Confirmed	Stage 4 - Request released to hiring manager	Hiring Manager action required before progressing further
Stage 10 – Appointment Offer Accepted	Stage 5A - Advert Received	
Stage 11 – Recruitment Request Closed	Stage 5B - Advert Authorised and Published	Hiring Manager action required before progressing further
	Stage 6A - Shortlist Received	
	Stage 6B - Shortlist Confirmed	Hiring Manager action required before progressing further
	Stage 7A - Selection Panel Report Received	
	Stage 7B - Selection Panel Report Confirmed	Hiring Manager action required before progressing further
	Stage 8 - Successful Candidate Confirmed	
	Stage 9A - Appointment Notification Issued	
	Stage 9B - Appointment Offer Sent	
	Stage 10 - Appointment Offer Accepted	
	Stage 11 - Recruitment Request Closed	