

**Domestic and US Staff Consulting ProcessVersion History**

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# Purpose

The purpose of the department is to fulfill the requirements of Internal & external customers in a timely and cost effective manner and focus on getting more business from existing customers & acquire new clients for business development by following a process oriented & customer centric approach.

# Objectives & Goals

* % of qualified resume mailed within 2 days of the requirement.

Goal:🡪 Greater than or equal to 90%

* % of cases where offer to joining is maximum of 2 months.

Goal:🡪 Greater than or equal to 98%

# Entry Criteria

### Requirement Email

1. Requirement email received from the HR Director / Account / Sales Manager.
2. The email must have the required skills and type of employment / opportunity i.e. Fulltime or Contract. ( Must have duration of the project for Contract)
3. It should also contain Location of the job and details of the pay, Hourly pay in case of contract and salary offered in case of Fulltime opportunity.

# Inputs

1. Resource Requirement request by Delivery Manager for internal positions and client’s HR department for external positions.
2. Ready access to various job portals for CV sourcing
3. Any internal database of CVs collated over a period of time

# Roles & Responsibilities

### HR Director / Account / Sales Manager

* The HR Director / Account / Sales Manager shall gather the requirements from the client and then send these requirements to the Recruitment Manger NST.

### Recruitment Manager NST

* The Recruitment Manager NST shall be responsible for distributing these requirements to the recruitment team India.
* The resumes that are submitted to the HR Director / Account / Sales Manager shall be verified and approved by the recruitment Manger of NST

### Recruitment Team NST

* The requirement team of NST shall be responsible for finding the right candidate for qualifying the respective requirements by the use of various job portals, job postings, vendor list etc.
* The recruitment team of NST shall submit the short-listed profiles to the Recruitment Manager NST.

# Recruitment Process



## Receipt of Requirement for Hiring

* Resource Requirement request by respective HOD for internal positions
* Resource Requirement request by external Clients
* Ask for JD incase it does not come with resource requirement
* Tracker sheet is updated for new position (Position tracker template)

## Review Requirement as per Job Description (JD)

Get the Job description from the client and have discussion/call with the client to reach an understanding of actual requirement and seek any clarification.

## Identify CV and Send for Selection

Once the JD is freeze, Recruitment team sources suitable profiles from the job portal (e.g. Linked in, Naukri.com, monster.com etc.) and identify the candidate based on telephonic discussion and according to the basic fitment of client’s requirement and job description.

The NST employees are also encouraged to refer suitable candidates against the internal or external “Job Position” depending upon the profile. In that case NST employees are communicated about the job requirements for referring suitable candidates.

* Identified CVs are sent to the client for short listing.
* Receive shortlisted CVs from client for further selection process.
* Arrange the interviews as per Client/Internal requirements.
* Receipt of interview outcome from the interviewer(s) and once the candidate is finally selected, communicate the following through email to respective department for completion of formalities for issuance of offer letter.
  1. Candidate Resume
* Weekly position tracker is updated for open and closed position.

**Incase of internal hiring**, following selection process as under:

Once decided to call the candidate for personal interview rounds, HR shall take the confirmation of time and date from the candidate by sending a confirmation mail to the candidate.

* This mail includes the venue details, date time and process of interview, so that candidate is aware about the duration of the interview.
* Along with informing the candidate, HR shall inform and assign the interviewer about the decided date and time.
* For technical/support group, concerned manager will take the interview and will decide if another interview with the senior management is required or not.
* If candidate is selected, then send mail to Sr. Management for recommended salary & DOJ
* If approval is Yes then forward mail to HR
* HR will send offer in the form of mail as well as physical copy to the candidate for acceptance of Job.
* Recruiters continuous keep in touch with the candidate till he/she joins the organization.

## Offer Process

Offering the candidate is another important and most sensitive stage for the organization. You need be very sure that you are getting on the expectation of candidate, which not always means salary but other things as well. Compensation for any candidate is decided based on his/her interview feedback, experience level, current CTC, education qualification/certification and NST compensation structure. NST has few stages through which offers are designed:



1. **Salary Finalization:** After getting the feedback compiled from all interviewers, if the candidate is recommended as ‘MUST HIRE’ from all Interviewers, Head - Domestic Staffing sends a mail to Senior Management detailing about the candidate information, his/her feedback along with current and expected salary and expected date of joining for approval. Once approval is obtained, Domestic Consulting Head sends a mail to HR head for releasing the offer to the candidate.
2. **Informing the Candidate:** Recruiter plays a critical role at this stage. He/she needs to convey to the candidate about the compensation being offered to him, which might be less than his expectation. At this point recruiter should be polite, confident and convincing enough, so that the candidate understand the importance of role offered to him and has a feeling of satisfaction in terms of the salary offered. If candidate is not ready for the offered package, recruiter needs to consult the sen**ior management again.**
3. **Offer Dispatch:** After communicating the terms to the candidate, recruiter will send a mail to the HR mentioning the DOJ, Designation, the amount to be offered and request the Payroll team to dispatch the softcopy of the offer letter to the candidate. Along with this, recruiter will also submit all papers like PIF, Feedback forms and CV of the candidate to the Payroll team.
4. **Offer confirmation:** Once the mail is dispatched, recruiter will confirm with the candidate regarding the accep**t**ance of the offer or if, there are any concerns or doubts that candidate has related to his services with NST.
5. **Database Management:** Once the above stages are through, Hirer will update the status of the candidate on EMP.

## Coordination with the candidate

Proper Coordination with the candidate holds a lot of value when it comes to make him/her join. Many times we lose critical resources just because of lack of coordination with them. If we are not in touch with our candidates we might not realize if they are unhappy with any terms or are really keen in joining your company and sometimes, a deserving candidate who has more than single offer in hand, joins you because of the constant touch. There the coordination shows magic in bringing the candidate in, as it indicates that how much the HR is concerned about its resources. There are few ways to keep in touch with the candidates fulfilling the Hiring Process as well:

1. **HR Documents:** Once the offer is accepted and assuming that there is a difference of 15-20 days for the candidate to join, prepare the list of HR documents, which needs to be filled/collected before the joining. There are few forms like:
2. Commitment sheet
3. Reference Check Forms
4. HR feedback form
5. Salary Slips
6. Resignation Letter
7. Acceptance of resignation
8. Other references

We call the candidate and ask for information at interval of two or three days. This way we can easily determine if the candidate is really processing for joining NST or not.

1. **On The Day of Joining:** This process will continue even on the day of Joining, Hirer will forward all documents gathered like Reference Check forms, resignation letter, Salary slip, HR feedback form and commitment sheet to the Internal HR team.
2. **Greet the Candidate:** Hirer will meet the candidate in the morning, congratulate and welcome him/her on being a part of NST family.

## Database Management Process

In Hiring we have a candidate database, approachable from NST intranet portal, known as EMP/ Career Portal for US (SVAM Inc.) Recruitment and Excel sheet based mechanism for domestic recruitments.

**Where and When To Use EMP:**

1. Role of EMP begins once the Hirer decides to call the candidate for the interview. Once the interview is fixed Hirer will have to enter the details of the candidate in to EMP along with the Date and Time of the interview.
2. Each interview round has to be added in the EMP from portal assigning the interviewer. Written test round will also be added in the same format.
3. After each round Hirer will have to write feedback of each round and update the status accordingly.
4. Status is updated as per the stage like, May Hire/Must Hire/reject/Offered/Offer reject/Joined.

EMP is accessible to the complete HR team including the senior management, anyone who wants to see the Hiring Status or feedback of some candidate can view the EMP for details. Hence, providing accurate details is important.

## Feedback Forms/ HR Forms

NST has designed a Feedback form to keep the information on track.

**Types of HR Documents:**

Hirer needs to collect the following documents from the candidate before his Joining:

1. **Salary Slips/Appraisal Letter:** Salary Slips of last two months of the candidate and last appraisal letter, this needs to be collected from the candidate before deciding his offer. This will help us to determine his actual take home.
2. **Reference Check Forms:** Hirer needs to ask two references to the candidate wherein one should be any senior from the current company and one could be from any ex employee. Hirer needs to talk to the references provided and fill the Reference check forms. On the day of joining of the candidate, these two forms should be submitted to the core HR team.

If required, services of a third party are taken to perform complete background check of the candidate. This background check involves following kind of checking:

* Academic Qualification Verification
* Verifying whether candidate is involved in any criminal activities
* Experience Verification
* Local/Permanent Address Verification
* Checking of Relieving Letter
* Checking of Salary Slips/ Bank Statement

If background check fails then candidate is not hired.

1. **Commitment Sheet:** This is the important document as it states all the commitments made to the candidate, asked by the candidate and copy of which is with both the parties i.e. candidate and HR. It lists things which NST HR would require from the candidate on his Day of Joining, and also about his salary appraisal. On the day of joining of the candidate, this should be submitted to the core HR team.
2. **Resignation letter:** Hirer needs to request the candidate to mail his Resignation letter and acceptance of the same as soon as he resigns from his current employer and should forward this to the core HR team on the day of candidate’s joining.

## Guidelines for the HR team

1. Once the candidate reaches NST Office, each HR is intimated by the Guard at the entrance. We follow the practice of escorting the candidate from NST entrance till the interview room.
2. HR should make sure that candidate is offered Tea/Coffee/Beverages/Water during the complete process by the office boy.
3. The waiting time for any candidate should not be more than 15-20 minutes. If incase it exceeds due to any unavoidable reason, Hirer should keep calming the candidate. To avoid this it is important to notify the interviewer’s one day ahead of the interview.
4. After each round of interview, HR should meet the candidate for few minutes and take his feedback as well.
5. In case of a rejected candidate, Hirer should convey the message in polite way. Normally we avoid conveying the feedback at the same time, you can inform the candidate “Interviewer will take some time in compiling your feedback, and we’ll revert back to you, once we’ll take the feedback from the interviewer”.
6. We should thank the candidate at the end of the process for taking out his valuable time for the interview process at NST.
7. All joining should be kept on Monday. In case of urgent requirement this can be waived off on the approval from senior management.

# Outputs

1. Vacancy closed
2. Updated status of job application on EMP Portal
3. Documents collected from Candidates
4. Feedback forms
5. Invoice
6. Updated Tracking & Collection Sheet

# Exit Criteria

Vacancy closed and hired candidate is on job.