

## Recruitment Best Practice

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**Being a good recruitment consultant is all about delivering good customer service.**

Your recruitment consultant should make a good impression on you by:

- ✦ Having great market knowledge.
- ✦ Managing your recruitment process.
- ✦ Providing feedback throughout the process.
- ✦ Working with a substantial portfolio of clients.
- ✦ Providing on-going support and guidance on career progression.

Working with you in an ethical manner at all times, we ensure your personal details and job search are handled in the most professional way.

We feel our candidates achieve the best outcomes through working with us on an exclusive basis however, if you choose to be represented by other agencies it is vital that you have a clear understanding of recruitment best practice.

**The key points you should expect from working with us and indeed any recruitment agency that is a member of the Recruitment and Employment Confederation (REC) are:**

### Clear Information

We will always let you know who our clients are (in exceptional circumstances, confidentiality may dictate otherwise). We want you to be fully informed of who the prospective employer is.

### Detail

We will give you all the information we have on an individual role and wherever possible provide a full job description, location and salary guide.

### Communication

We will always provide the above information to you in a clear and timely manner and look to keep you informed of developments throughout each individual recruitment drive.



## Consent

We will never submit your details to a client without your consent. We will act responsibly and professionally with your details and respect your confidentiality as an applicant. We will always seek your permission before submitting your CV to a client.

## Feedback

We will share with you the feedback, where received, on your applications from our clients. We appreciate that you want to know your individual progress report.

Here are a few other top tips to ensure you get the most from your recruitment relationship:

- ✦ If you make initial contact by email don't be disheartened if you don't hear back immediately. It's definitely nothing personal - sometimes there are high volumes of enquiries to deal with which mean personal responses may take a couple of days.
- ✦ Make sure that you meet your recruitment consultant in person as this is the best way for them to really get to know you. Remember, until interview stage, you depend on your recruitment consultant to represent you with future employers so it is vital that they fully understand your experience, skills, aspirations, personality and abilities.
- ✦ It's not just about you impressing your recruitment consultant, they should impress you too with their attention to detail, how much they know about each role you are interested to apply to and their responsiveness throughout your recruitment process.
- ✦ It is vital that you retain control of where your CV is sent and always ensure that your application is never duplicated by another agency. Duplication can have significant consequences for a candidate's application and at best provides a poor initial impression to the employer because it appears that your CV is everywhere.
- ✦ It can feel like you have been forgotten by a recruitment agency if you have not heard from them for several weeks, but there could be very good reasons, perhaps the job market is not buoyant, or there are no vacancies which match your skills. Don't take this personally, keep in contact with your recruitment consultant as it ensures you are constantly on their "radar" and you can keep them up to date with any changes in your circumstances, which could open up new job opportunities to you.
- ✦ Finding employment or a new job can be a worrying time and the anxiety can grow if you don't get the first job you apply for. This is understandable but your recruitment consultant should work to build your confidence; provide advice on how you can make yourself more marketable; discuss ways to strengthen your CV and coach you on interview technique.

**As a candidate, the service you receive from a recruitment agency is free - make the experience valuable too!**

