15 August 2022

# Recruitment Redesign Project: Implementation of a Centralised Recruitment Partner Model for Recruitment Services in NNSWLHD

Northern NSW Local Health District (NNSWLHD) has undertaken a process of review and redesign of the delivery of Recruitment Services, with a decision to progress with the implementation of a centralised recruitment model.

This model will realise a considerable expansion in the support provided by Recruitment Services for the LHD, with a commensurate expansion in the resourcing of the Recruitment Unit to deliver this support.

The establishment of a centralised recruitment partnership model with expanded resourcing is designed to strengthen recruitment practices through purposeful, responsive and targeted strategies and procedures, supporting hiring managers through:

1. Assigning recruitment functions to roles in alignment with expertise to deliver efficiencies in process
   1. Hiring managers focus on candidate engagement and assessment
   2. Recruitment Partners support the manager through management of the end-to-end process, providing governance, advice and guidance and processing all transactional tasks through the online Recruitment and Onboarding System (ROB)
2. Addressing key areas of concern in Recruitment processes
   1. Delays with approvals, time to interview, undertaking checks
   2. Training needs
   3. Limited access for convenors/job owners to see hold ups in the system
   4. Access to the level of support and troubleshooting required by managers
3. Addressing the need for targeted recruitment/marketing strategies in NNSWLHD
4. Enhancing the candidate experience by having an identified dedicated contact available to answer queries and support applications
5. Improving timeframes for end-to-end recruitment processes

**Key Benefits to be realised through implementation of the centralised Recruitment Partnership model**

For NNSWLHD

* Implementation of a consistent recruitment strategy to attract and retain workforce
* Improved candidate engagement and retention through more efficient and effective recruitment processes
* A recruitment team which can adapt to meet manager and candidate expectations
* Support throughout the recruitment process for both managers and candidates

For the Recruitment Team

* Role expanded to include involvement in all aspects of the process, and actively work in the system on behalf of the Convenor
* Recruitment Partners allocated a Portfolio and work with stakeholders to understand their business needs and develop appropriate recruitment solutions
* Greater visibility of delays – able to monitor delays and implement solutions
* Inclusion of a specialist role to address talent acquisition and recruitment marketing strategies
* Backfill capability to support coverage across the LHD

For the Manager

* Enhanced hiring manager experience through greater levels of support and advice provided and enhanced relationships through ‘partnering’
* Not required to know system functionality
* Able to dedicate time to candidate assessment and recommendation
* Involved in the areas relevant to their expertise – less time spent on process driven/administrative tasks of recruitment, and release time to be spent on core areas of their role

For Candidates

* Improved timeframes from application to engagement
* Increased availability of support and assistance in using the system
* Faster pre-employment checking process due to greater visibility of potential delays
* Improved feedback on their progress throughout the recruitment process

**Resourcing of the Recruitment Unit**

The following positions will be established to support the new recruitment model:

* Manager Recruitment Services (1.0 FTE) – Health Manager Level 2
* Recruitment Marketing Officer (1.0 FTE) – Health Manager Level 1
* Recruitment Partner (6.0 FTE) – Administration Officer Level 6
* Recruitment Support Officer (2.0 FTE) – Administration Officer Level 3

Manager Recruitment Services

Provides governance and oversight of all recruitment activity for the LHD; provides strategic and operational support to managers; and leads the Recruitment team to ensure services are delivered within agreed timeframes and quality standards

Recruitment Marketing Officer

Works with hiring managers to plan, design and implement marketing recruitment strategies to support the workforce needs of the district and provide the LHD with a competitive advantage in the marketplace

Recruitment Partner

Work closely with stakeholders to build relationships to ensure a successful, seamless and effective recruitment experience, providing specialist recruitment advice and strategy on the end to end process; provide contemporary, innovative and practical recruitment best practice solutions and support to LHD Managers.

Recruitment Support Officer

Supports the Recruitment team by providing administrative support services for all aspects of recruitment processes. This is also a training position to ensure coverage of Recruitment Partners during periods of leave.

Copies of the new Position Descriptions are attached for your reference.

Yours sincerely

**Richard Buss**

**Director of Workforce**