

00 Service Standards Policy

1. Introduction

This policy outlines the service standards required of recruitment consultants at Eden Private Staff.

These standards ensure high-quality, efficient, and effective interactions with both clients and candidates.

2. Scope

This policy applies to all recruitment consultants engaged in client and candidate interactions as part of the placement process for domestic employees.

3. Response Time for Enquiries

- All enquiries from clients must be responded to within 2 hours of when the enquiry is allocated to the consultant. If a telephone number has been provided the consultant must respond by telephone.
- If the consultant cannot reach the client by telephone the consultant must leave a voicemail message and follow this up by email (if an email address has been provided).
- If no telephone number has been provided the consultant must respond by email alone.

4. Follow-Up on Enquiries

- If an initial contact attempt (see above) does not receive a response by the end of the working day on which the enquiry is allocated to the consultant, a follow-up must be made by the close of business on the second working day following receipt of the enquiry.
- If a telephone number has been provided the consultant must follow up by telephone.
- If the consultant cannot reach the client by telephone the consultant must leave a voicemail message if this is available and follow this up by email.
- If no telephone number has been provided the consultant must follow up by email alone.
- If no response is received by the end of the second working day after the enquiry is allocated to the consultant a second follow up attempt must be by the close of business on the third working day after the enquiry is allocated.
- If no response is received after three attempts, the status of the enquiry on the Bullhorn system must be set to 'closed-non responsive'.

5. Opportunities

- Terms of business (TOB) need to be sent to the client via Bullhorn within 2 hours of having taken in the full details of the vacancy.
- If a TOB email is not responded to by the end of the working day on which the terms were sent, a follow-up must be made by the close of business on the second working day following sending the terms.
- The consultant must follow up by telephone.
- If the consultant cannot reach the client by telephone the consultant must leave a voicemail message if this is available and follow this up by email.
- If no response is received by the end of the second working day after the terms were sent a second follow up attempt must be by the close of business on the third working day after the terms were sent.

- If no response is received after three attempts, the status of the opportunity on the Bullhorn system must be set to 'closed by Eden' and reason closed set to 'Lost-No-response'.

6. Terms returned and Approving Job Advertisements

- When a client returns or otherwise agrees the TOB, if received before 16:00, the job advert needs to be written before the end of the same working day. If received after 16:00, the advert must be written by 12:00 the following working day.
- Consultants are required to send a copy of the advert they intend to use for the vacancy to the client.
- In the event a client would like to make amendments to the advert, if the request is received before 17:00, the job advert needs to be amended before the end of the same working day. If received after 17:00, the advert must be written by 10:00 the following working day.
- The consultant is not required to wait for approval of a job advert prior to posting. When sending the client the advert, they will need to make the client aware this will be published. The onus is on the consultant to establish whether the client wishes to approve the advert prior to posting.
- Job adverts should be published on all relevant job boards (e.g. Nanny Jobs – allocation depending) by the end of the working day the advert was sent to the client, unless the client has explicitly requested to approve the advert prior to publication.

7. Approaching candidates

Consultants are required to take the following actions to proactively source applicants for any job role:

- Use search criteria relevant to the job requirements, create a list of candidates on Bullhorn, ready to mass mail the vacancy out to multiple candidates (mass mails shouldn't be sent out to more than 300 candidates)
- Mass mail all vacancies.
- Use more targeted search criteria relevant to the job requirements, refine the mass mailing list to generate a selection of candidates to telephone call about the job to assess their interest and suitability.
- Speak to all resourcers for candidate recommendations and add any candidates that are recommended to the job record with a view to contacting them to assess their interest & suitability.
- Search job boards such as nanny jobs (household jobs) for suitable candidates for the role and approaching suitable candidates via telephone in the first instance then email.
- Regularly check individual app box for suitable candidates and utilise the pre-registration process for unregistered candidates who are a close match to the client's requirements.

8. Communication Quality

- All communication with clients and candidates must be clear, professional, and courteous.
- All communication with clients and candidates must be logged within Bullhorn with as much detail as possible and appropriate record types tagged in.
- Bullhorn templates must be used as per instructions.
- All communication attempts from clients and registered candidates must be acknowledged by the end of the second working day the communication attempt was received.
- Confidentiality of client and candidate information must be maintained at all times.

9. Candidate Engagement

- A telephone call should be used in first instance whenever communicating with a candidate unless this is inappropriate (e.g. the candidate will not be able to speak by phone because they are at work).
- Consultants and resourcers are required to understand the needs and qualifications of candidates thoroughly and for this information to be saved within Bullhorn using the appropriate fields.
- When a registered candidate applies for a job via any method, this must be logged within Bullhorn against the appropriate job with any additional key information saved to their shortlist notes.
- A registered candidate's application must be acknowledged via telephone or email by the end of the working day the application was received.
- Regular updates should be provided to candidates regarding their application status.
- Feedback from interviews and trials must be communicated to candidates within two working days after receiving it from the client.

10. Client Relationship Management

- A telephone call should be used where appropriate in first instance whenever communicating with a client.
- Consultants must strive to understand the specific needs and preferences of each client.
- Regular updates regarding the status of the recruitment process should be provided to the client.
- Client feedback on candidates must be sought and recorded for quality improvement.
- Client must be approached for feedback on CVs sent, interviews or trials by the end of the following working day the event (i.e. sending a CV or an interview taking place, or a trial period).
- Consultants should aim to send CVs (preferably more than one) which meet the agreed upon criteria to a client as soon as possible.
- In the event you don't have suitable CVs to send to the client within two working days of having started the search, you must contact the client to update them on the status. This update may include but not limited to: passing on feedback from candidates you've spoken to outlining why they don't wish to apply, offering advice on ways in which to make the position more desirable. Offering an overview of the candidates who have applied and clarifying why they were not sent and establishing areas for negotiation in their selection criteria, etc.
- Sending more than eight CVs to a client without having obtained feedback on those already sent is inappropriate and not conducive to an effective search.

11. Documentation and Record Keeping

- All interactions with clients and candidates must be documented accurately and promptly on the Bullhorn system using the step-by-step guides provided.
- Records should be updated in Bullhorn at the time of the relevant action.

12. Professional Development

- Consultants are encouraged to engage in ongoing professional development to enhance their recruitment skills and industry knowledge.
- Attendance at relevant training sessions and workshops is highly recommended.

13. Compliance and Ethics

- All recruitment activities must comply with relevant employment laws and regulations.
- Ethical standards must be upheld in all dealings with clients and candidates.

14. References

- An attempt to contact a newly registered candidate's referees must be made by end of the second working day from the date the registration interview took place.
- If a telephone number has been provided the consultant approach via telephone in the first instance.
- If the consultant cannot reach the client by telephone, the consultant must leave a voicemail message and follow this up by email (if an email address has been provided).
- If no telephone number has been provided the consultant must respond by email alone.
- If the candidate's CV has been sent to a client, a second attempt must be made to speak to any outstanding referees by the end of the second working day the interview was confirmed.
- If a telephone number has been provided the consultant approach via telephone in the first instance.
- If the consultant cannot reach the client by telephone, the consultant must leave a voicemail message and follow this up by email (if an email address has been provided).
- If no telephone number has been provided the consultant must respond by email alone.

15. Interviews

- An interview may not be arranged for a candidate for whom we do not have confirmation of their right to work within the UK (for UK based positions).

16. Trials

- A trial may not be arranged for a candidate whom we do not have confirmation of their right to work within the UK (for UK based positions).
- A client must be made aware of all compliance checks we have undertaken prior to confirming the details to the candidate (i.e. right to work, driving licence if applicable, DVLA check, written and verified references, DBS certificate or if an update service check has been completed, when a first aid was last undertaken and how long any certificate is valid until).

17. Temporary assignments

- A temporary assignment cannot be arranged for a candidate whom we do not have confirmation of their right to work within the UK (for UK based positions).
- A client must be made aware of all compliance checks we have undertaken prior to confirming the details to the candidate.
- The candidate must have an appropriate DBS certificate issued within the last 12 months (or an update service check has been completed within the last 12 months) prior to confirming the details of the booking to the candidate.
- Alternatively, we must hold written confirmation from the candidate that a DBS application is in process before confirming the details of the booking to the candidate.

18. Policy Violations

- Violations of these service standards may result in disciplinary action, up to and including termination of employment.
- Violations of these service standards may also result in the withdrawal of consent to home working (see Home Working Policy).
- If a consultant fails to comply with service standards 3 and / or 4 above the enquiry may be allocated to a different consultant.

19. Policy Review and Amendments

This policy is subject to annual review and may be amended to reflect changes in legal requirements, industry standards, or company needs.

Policy Adopted Date:	05/02/2024
Due for Review Date:	05/02/2026