

Recruitment service standards

We have set ourselves certain standards of service that you can expect when applying for a job with the council.

We aim to:

- Follow a recruitment process that is free from bias.
- Base our recruitment process on good employment practice.
- Ensure that our recruitment process is clear and easy to use.
- Make our recruitment process responsive to your comments, both complimentary and critical.
- To do this we will follow certain standards of service.

Advertisements and application forms

- All vacancies will be advertised in the press unless the council approves other arrangements. These vacancies will also be displayed on our website at www.wolverhampton.gov.uk/jobs.
- The date of interviews, and any other selection event, will be given in the advertisement if it is known at the time of going to press.
- All telephone requests for information will be answered promptly and application packs sent out within one working day.
- All requests for application packs will be recorded to allow monitoring of despatch.
- All application packs will have a contact point for return and queries.
- We will acknowledge applications which enclose a stamped addressed envelope.

Shortlisting

- Shortlisting will take place within one week of the closing date for receipt of applications.
- All applicants will be contacted with an explanation if this is not the case.
- Any non-shortlisted applicant will be given constructive feedback, if requested, from a member of the shortlisting panel.
- Shortlisting will always be carried out by a representative panel, never by one individual.
- We will aim to ensure that at least one member of every panel has undergone the council's equal opportunities in recruitment and selection training.
- Shortlisting will be carried out by assessing applicants against the criteria set out in the personnel specification.
- Disabled applicants who meet the essential criteria for a post as set out in the personnel specification will be guaranteed an interview (see information on the Guaranteed Interview Scheme for people with disabilities).

Interviews

- Confirmation of interview dates, including any other selection events, will be given within one week of shortlisting.
- Interviews will be held no later than four weeks from the closing date for applications.
- If there is a delay you will be contacted by telephone or in writing to confirm the timetable for interviews.
- We will ensure that candidates' special requirements/needs are met wherever possible. This can include signers, interpreters, wheelchair availability, etc.
- Interviews will be carried out by the same panel that undertakes the shortlisting.
- The panel will indicate the anticipated date by which you will hear the outcome of interviews, whether successful or unsuccessful, which should be within two working days. This will normally be by telephone and confirmed in writing. However, decisions may be delayed if satisfactory references have not been received.
- Job offers are subject to medical clearance, satisfactory references and may be subject to criminal conviction checks if appropriate. You will be informed if the job you are applying for is subject to a criminal conviction check.
- Any unsuccessful candidates will be given constructive feedback, requested by a member of the selection panel.

Ensuring Best Value

The council's recruitment procedures are under constant review, and maybe adapted as a result of our monitoring procedures, which include comments from applicants.

Queries or complaints

If you have any queries or complaints about the recruitment procedure contact Human Resources:

- E-mail: hr.supportdesk@wolverhampton.gov.uk