

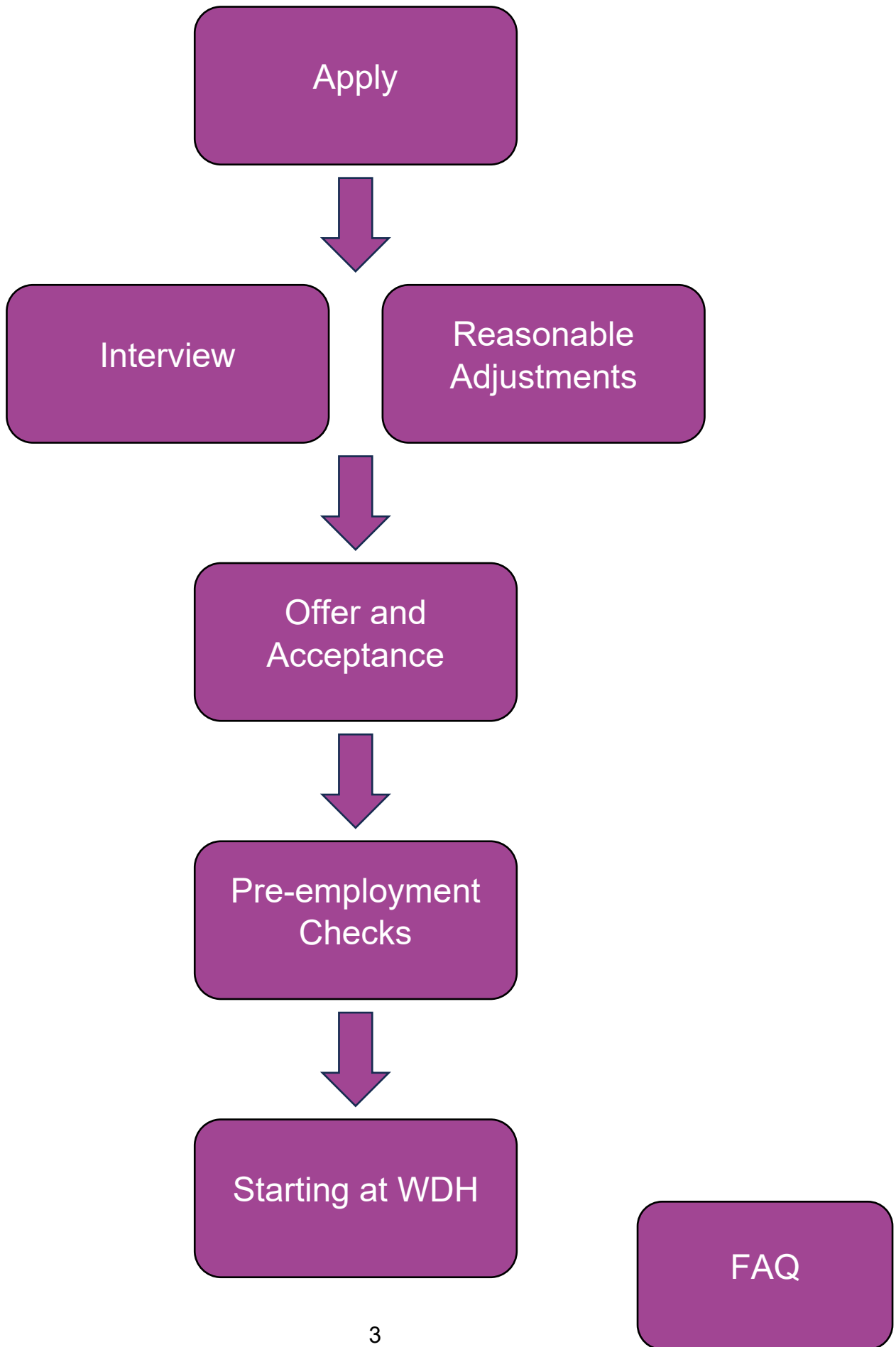


Recruitment Guide

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Recruitment process



How to apply?

1. Go to <https://www.wdh.co.uk/AboutUs/JobVacancies/>
2. Select the job you want to apply for from the list of current vacancies.
3. Read through the vacancy details to understand what the job involves, the skills needed and to see if you are interested in the job.
4. Click on the Full Job Description (PDF) in the related documents.
5. Click "Open" to view the document.
6. Read through the full job description to understand what the job is about.
 - a. "The Job" will explain what the role carries out.
 - b. "The Bigger Picture" will explain how the job role fits into the organisation.
 - c. "The Day to Day" will explain what you will typically do each day.
 - d. "Personal contacts" is the list of people you will typically interact with on the job.
 - e. "The Specifics" identifies the qualifications, skills and behaviours.
7. Check "The Specifics" to see if you meet the essential criteria.
8. If you like the job and match the specifics, then go back to the vacancy details and download the Supporting Information Form.
9. Click "Open" to view the document.
10. Please fill out the "Supporting Information Form", and if you need guidance to complete it, click [here](#).
11. The specifics part of the application is broken down into Qualifications and Training and then DNA which stands for Determination, Nous, and Attitude. If you need help understanding these principles and behaviours, then please open the "DNA Principles and Behaviours (PDF)" in the related documents or alternatively you can click [here](#).
12. To meet the requirements, you need to have the required qualifications and then enough essential criteria to make the shortlist. If there are too many people with the essential criteria, then we will use the desirable criteria to reduce the number of applicants.
13. If you have difficulty understanding if you have the right level of qualification when looking at the job description, then please open the "Qualification Credit Framework" in the related documents section or alternatively you can click [here](#).
14. If you want to know what we do with your information you can view our the ["Privacy Notice for Job Applicants"](#) in the related documents.
15. Once you have completed the application, email it to recruitment@wdh.co.uk along with your CV (please remove any identifiable information).
16. If you currently do not have a CV, please contact recruitment@wdh.co.uk for an alternative form.
17. Alternatively, if you would like a paper copy, please contact recruitment@wdh.co.uk.
18. If you have any further questions, please contact recruitment@wdh.co.uk or click [here](#) for frequently asked questions.

Next Stage

Recruitment
Process

External Supporting Information Form guide

This section of the application will be sent for short listing.

Post applied for

In this row put the job title from the vacancy details.

Post reference number

In this row put the reference number from the vacancy details.

Supporting Statement

From the advert and job specification, please demonstrate how you meet the essential and desirable criteria for this post and our DNA (Determination, Nous and Attitude which are WDH's principles and behaviours). We will also take into account the information provided in your CV.

Please ensure your qualifications and professional memberships are included in your CV or the box below.

Please do not include identifiable information. This is an expandable box:

Explain the reasons why you match the requirements of the person specification and our [DNA](#). These examples could be from either paid employment, voluntary work and/or community activities.

Only complete this section if your job involves driving.

Driving details

If the job you are applying for involves driving, do you hold a current driving licence?

Yes

No

Tick yes, if you have a driving licence or tick no if you do not.

Class (full, provisional, LGV, PSV)

Have you use of a vehicle?

Yes

No

Please provide details of the class of driving licence.

Tick yes, if you have a vehicle that you can use or tick no if you do not.

Personal details - this section of the application will be removed for short listing.

Name

Preferred Contact Number

Email address

Job title

Please note: your email will be the main method of communication throughout the recruitment process. Please check your email account's spam and junk folders to check for any WDH emails that may be filtered.

In this row put your email address.

In this row put your full name.

In this row put your preferred contact number.

In this row put your current job title.

Asylum and Immigration Act 1996

Under the terms of the Asylum and Immigration Act 1996 we can only employ people who are entitled to work in the UK. In observing this Act we will need to see a document which confirms this entitlement before employment starts. It would also be helpful if you confirm entitlement at this stage.

I confirm that I am entitled to work in the UK. Yes No

Tick yes, if you are entitled to work in the UK or tick no if you aren't.

Disability

The Equality Act 2010 defines a disabled person as a person with 'a physical or mental impairment, which has a substantial and long term adverse effect on a person's ability to carry out normal day to day activities'. We ask these questions in accordance with the Equality Act 2010. The information you provide us with will help us to help you through the application and interview process. You no longer have to register your disability.

Do you consider yourself to have a disability? Yes No Prefer not to say

Would the provision of any aids or adaptations assist you in carrying out the duties of this job? Please provide detail:

Is there anything we need to know about your disability so that you can have a fair interview? For example do you need a sign language interpreter, an accessible interview room? Please provide details:

If you have a disability, do you wish to be considered under the guaranteed interview scheme if you meet the criteria as specified in the person specification? Yes No

If you do not hold a current driving licence is this due to a disability? Yes No

WDH is committed to making reasonable adjustments, therefore if this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability

Please enter any adjustments you would need for the duties of this job.

Please enter any modifications we need to make to the interview to make it fair.

Tick yes if you consider yourself to have a disability based on the Equality Act 2010. Tick no if you don't have a disability or put prefer not to say if you don't want to provide that information.

Please tick yes if you do not have a drivers licence due to a disability or tick no if this doesn't apply to you.

Please tick yes if you have a disability and want to be considered under the guaranteed interview scheme which applies if you meet the criteria in the person specification, otherwise tick no.

Criminal Convictions

Are you currently bound over, or do you have any current 'unspent' convictions or cautions (including reprimands or warnings) that have been issued by a Court or Court-Martial in the UK or in any other country?

Yes No

If yes, please provide further details including date and type of offences:

Please disclose any other incidents, factors or other information that may be relevant to determining your suitability to work at WDH (including working with children and vulnerable adults).

Please note: Successful applicants who are offered employment may be subject to a criminal record check from the Disclosure and Barring Service before the appointment is confirmed.

Please tick yes if you are currently bound over or if you have any unspent convictions or cautions (including reprimands or warnings) and provide future information in the box below, otherwise tick no.

If yes, please provide the date and the type of offences here.

If there are any other incidents, factors or other information which may be relevant to determine your suitability to work at WDH (including working with children and vulnerable adults).

Declaration

I acknowledge that the personal data contained in this application form will be processed for the purposes set out in the Guidance Notes and the WDH Privacy Notice for Job Applicants.

I declare that the information I have given in this application is correct to the best of my knowledge.


I understand that if I am appointed and it is later discovered that I withheld or falsified relevant information, that disciplinary action may be taken and I may be summarily dismissed.

Please note: we will deem the submission of your application form without a signature as confirmation that you comply with the above declaration statement.

Signed

Date

Please sign here, you can just type your name or use the pen under the draw ribbon.

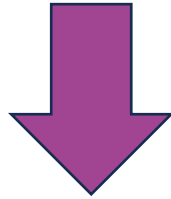


Please enter the date you have signed the document.

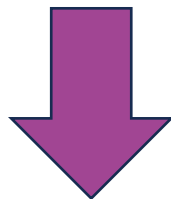
How to apply?

After the application is submitted

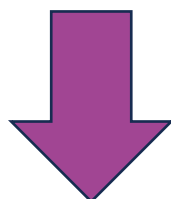
Once WDH has received your application your identifiable information in the application will be removed (e.g. your name will be removed wherever possible)



After the closing date, your application will go to the hiring manager.



The hiring manager will review the applications against the specified criteria and screen them accordingly.



All applicants will receive an email about their outcome and successful applicants will be provided more information about the interview.

Next Stage

Recruitment
Process

The interview

Once we have processed your application, we will contact you to let you know if you have progressed to the interview or not.

Purpose

The interview is a chance for the recruiting manager to see if you are the right person for the job. It is also an opportunity for you to demonstrate what you can offer to the role and decide if the job is right for you.

Structure of the interview



At WDH, you will normally have a face-to-face panel interview which lasts up to 60 minutes where you will be asked a set of prepared questions - the same questions are asked to each candidate.

The panel will be made up of the Recruiting Manager, a representative from a different service area and a HR representative.



Sometimes, you might be asked to complete an additional assessment - these could be based on a typical task you would be doing in the job you have applied for e.g. In an admin role you might be asked to organise a calendar or as a bricklayer you might be asked to build a wall.



You will also have the chance to ask your own questions to the panel at the end.

What types of questions will I be asked?



Competency based questions

These focus on the things that you can do, so you will be asked to give real examples from your life to show you have the skills needed for the job. These are the most common type of questions asked. These questions will be based on “the specifics” in the job description.



Technical questions

If the job requires specific technical or subject specific knowledge, you could get asked a question on this. These questions will be based on “the specifics” in the job description.



Scenario questions

These require you to outline how you would react in a work scenario. These questions will be based on “the specifics” in the job description.

How should I prepare for my interview?

Read the job description, person specification on the supporting information form and your CV to refresh yourself on the skills, experience and behaviours required.

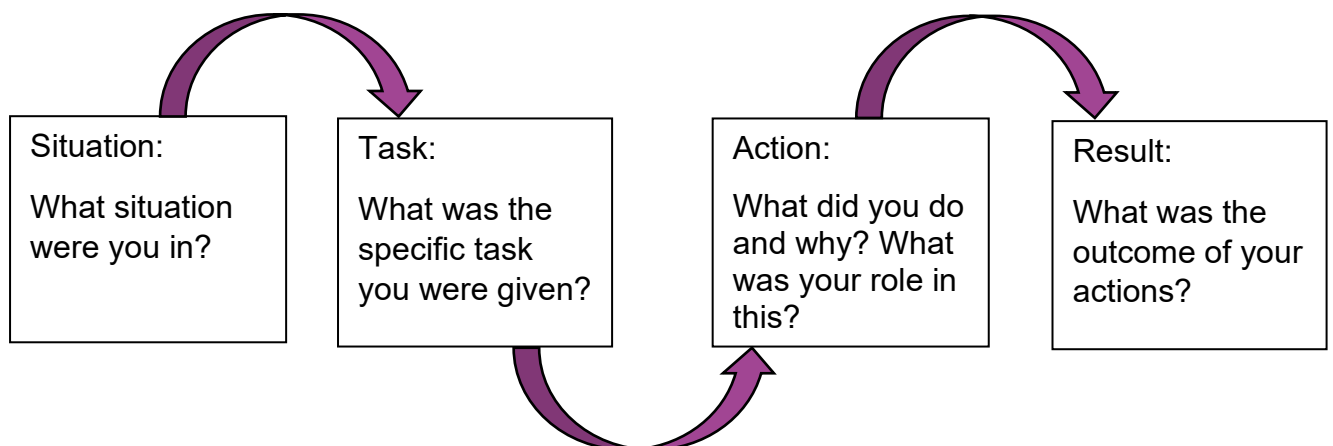
Research a bit about the organisation and the role - you could have a look at the WDH website or speak to the recruiting manager. Job shadowing may also be beneficial prior to undertaking your interview if you have the opportunity to do so.

Think about why you want the role and what interests you about it.

Use the person specification to identify some potential questions and then plan your answers.

Practice using the STAR method to structure your answers.

STAR method:



Themes

During your interview you will have a set of questions, if you would like to understand the topics of these questions, please review “the specifics” section of the job description as the questions will reflect the determination, nous, and attitude requirements of that role. These topics will cover a range of skills, qualities and knowledge such as:

- Communication
- Emotional Intelligence
- Interpersonal Skills
- Building a Trust Culture
- Professional Empathy and Discretion
- Conflict Handling
- Constructive and Effective Feedback
- Managing Challenge
- Active Listening
- Empowering Others
- Working Collaboratively
- Adaptability
- Strategic Vision
- Leadership
- Organisational Skills
- Structured Working
- Flexibility
- Responsiveness
- Multitasking
- Decisions Making
- Ethos and Values
- Solutions Focus
- Complexity Conscious
- Analytical

Second interview

There may be the possibility of a second interview however you will be made aware of this if this situation occurs.

Post-interview

After the interview the recruitment manager, out of service manager and HR representative score each of the candidates answers in line with the agreed scoring matrix and then identify the highest scoring candidate to offer the job to.

Next Stage

Recruitment
Process

Reasonable adjustments for the interview

WDH is committed to ensuring that our selection methods are fair for everyone.

How do I get reasonable adjustments

Information on requesting reasonable adjustments is added to the invite to interview email. If you would like to request reasonable adjustments, or have a reasonable adjustment passport, please contact our Recruitment team at wdhrecruitment@wdh.co.uk or on 01977 788802 as soon as possible.

What information do I need to provide?

If you request an adjustment, you should provide: the reason you need an adjustment, possible adjustments, and previous adjustments you may have had.

Examples of reasonable adjustments

Below are some examples of potential reasonable adjustments.

- Changing the time, location, or format of interviews
- Providing interview questions in written format whilst asked verbally.
- Providing interview topics in advance of the interview
- Advice and access to assistive technology
- Directions to the venue and or a discussion to talk you through the directions.
- An accessible and preferred location, considering accessibility needs.
- Extra time for testing and longer interview slots so that you have the time to consider your responses without feeling rushed.
- Allowing time for you to write questions down and make notes as you consider your response.

Reasonable adjustments in the workplace.

If you are successful and offered a job, you can discuss ongoing adjustments before starting work and adjustments are also available throughout employment.

Next Stage

Recruitment
Process

Offer and acceptance

Once the interviews have been completed, the recruiting manager we will be in contact with the result.

Offer

Once all interviews have been completed, the successful candidate will be contacted by the recruiting manager to be offered the job role.

Afterwards the recruiting manager will contact the unsuccessful candidates to inform them that they were unsuccessful at this time.

Feedback

If you would like feedback about your interview, please discuss this with the recruiting manager during your post-interview contact.

Alternatively, you can email recruitment@wdh.co.uk and request for feedback.

Acceptance

Once job offer has been accepted, the successful candidate will be contacted by the recruitment team to complete pre-employment checks.

All offers will be subject to the relevant pre-employment checks. If the pre-employment checks result in concerns being raised about the successful applicant's suitability for the role, this may result in the offer being withdrawn.

Next Stage

Recruitment Process

Pre-employment checks

References

References will only be requested from successful external applicants, references will be taken from all employers to cover at least the period of 12 months immediately preceding their commencement of employment.

Where the previous employer is no longer trading, we will accept confirmation of the dates of employment from:

- The administrator, liquidator or equivalent as a reference. If this is unavailable, we will accept a copy of some form of independent evidence of the dates of employment (for example payslips, P60), which may be received directly from the employee.
- The accountant or solicitor or a professional person with relevant knowledge in respect of any period(s) of self-employment, confirming the dates and honesty of the employee.

Where the previous employer is HM Forces, we will accept as a reference a copy, taken by us, of the original discharge papers received from the employee showing the dates of service.

References from schools, colleges and so on in respect of any period(s) of full-time education should confirm the dates of attendance and not indicating dishonesty by the employee.

Where applicants have been in self-employment during the last 12 months, we will require proof of this.

For period(s) of unemployment references from the Jobcentre or equivalent should be obtained including confirmation of the dates.

The maximum acceptable period between two consecutive references without a further reference for the gap should be 28 days. If we cannot obtain a reference for any period the employee must provide evidence of what they were doing. Such evidence must not indicate any dishonesty (for example for overseas travel the evidence might be a copy of the passport).

Where a new employee is returning to work after an extended period (for example after raising a family) a personal reference from a person, unrelated to the employee, should be obtained. The reference should confirm that the referee is not related, the period involved, any other circumstances and the honesty of the employee.

Where it is not possible to obtain a written reference, a written record of telephone references must be kept. For such references to be satisfactory they must not indicate any dishonesty. Each such reference must be countersigned and dated by a senior member of the Recruitment at the time the reference is obtained.

All references will be kept on an employee's personal file for a period of two years after the end of their employment with us.

Disclosure and Barring Service

Some posts have been identified as requiring checking under the Disclosure and Barring Service disclosure process. Offers of employment to such posts can only be made subject to the completion of these checks. Start dates will not be agreed until clearance has been received.

Medical / health screening check

All external appointments will be subject to pre-employment medical / health screening checks. These checks will take place only once a formal offer of employment has been made subject to medical and employment references. In most cases the applicant will be sent a link to an online medical questionnaire and our external occupational health provider will then advise on the suitability of the applicant for the job being offered. In some cases, the occupational health provider will request an appointment with the prospective employee before confirming suitability or otherwise.

Asylum and immigration checks

We are also required to confirm the eligibility of successful applicants to work in the UK.

All external applicants will need to prove their eligibility to work in the UK through the production of specified documents. The recruitment team does this for successful applicants, as part of the job offer process.

Contract

The recruitment team will send a contract to the successful applicant which will confirm employment from an agreed start date.

Various posts require an applicant to hold certain qualifications. Where this is the case successful applicants will be required to produce the original certificates. Failure to do so is likely to lead to a withdrawal of the offer of employment.

Next Stage

Recruitment
Process

Starting your new role at WDH

Confirmation of agreed start date

When all pre-employment checks have been completed, the recruitment team will contact the line manager to agree a start date with the applicant. The recruitment team will write to the applicant to advise them of their start date, including first day reporting arrangements.

Induction

Induction information is communicated to applicants at first interview stage and more information will be distributed as part of the induction process upon joining WDH.

Payday

One twelfth of your annual salary will be paid on the 15th of each month directly to a bank or building society account by credit transfer. New starters will now receive their first payments from WDH in the month after they start. This means in some cases that a new starter may not receive their first payment for six weeks.

Probationary period

All our new starters are subject to a six-month probationary period, during which time their performance will be monitored and reviewed on an ongoing basis.

Every month you will meet with a line manager to discuss your progress and identify any training required, this will be recorded on the monthly probation report. During this time, you will be made aware of any improvements required and the potential impact on your contact.

On completion of three months service your line manager should complete a monthly probation report and the three months checklist with you. You will be given coaching at all stages of the probation but if there are any areas of concern a meeting will be held, and objectives will be agreed to help you focus on areas to develop. At all stages you will be provided a copy of all paperwork.

When your probationary period is coming to an end, you will have one final probation meeting in which you will complete the Final Probation Report, you will receive a weeks' notice.

Once the Final Probation Report is completed the recruitment team will either confirm the completion of the probation period in writing, confirm that the probationary period is extended and improvement is required or confirm the termination of the contact of employment.

Next Stage

Recruitment
Process

Frequently asked questions

How do I apply?

You can apply by filling out the external Supporting Information Form which is in the related documents on the job posting and emailing it to recruitment@wdh.co.uk along with your CV.

What file format do you accept, for the Supporting Information Form and the CV?

We accept Microsoft Word, Open Office, or PDF file formats, please note we cannot access file sharing websites.

Can I put in more than one application against the same vacancy?

You cannot have multiple applications for the same job, however if you resubmit the application, we will use the most recent version.

How long does the process take?

There is no set time on the process. Accurate form filling and the supply of accurate information will ensure that the process runs smoothly.

Who can we contact for more information?

Please contact the recruiting manager on the job advert.

What are the working hours/ days?

Please contact the recruiting manager on the advert, to find out.

Where will I be based?

Please contact the recruiting manager on the advert, to find out.

What qualifications are required?

Please look at the person specification on the job description.

Can I apply for a role on a part time basis when it's advertised as full time?

Most of our vacancies are up to 37 hours with the option to discuss flexible working with the recruiting manager.

Will you accept a late application?

Late applications will be accepted at the managers discretion.

What should I do If I need help with the application or assessment process?

Please feel free to contact recruitment@wdh.co.uk, with any queries regarding the job advert?

If I have applied for a job and was unsuccessful, how long do you keep my job application?

We keep your job application for 6 months and if the successful applicant leaves the role in that time frame, we may contact you for an interview.

How do I know you got my documents?

You should get an automatic email confirming we've got it. If you don't, check your junk mail and if it isn't there, please contact recruitment@wdh.co.uk to confirm.

Can I refer to my notes during the interview?

Yes, you are welcome to bring in any notes for the interview.

I am not sure I want to progress with this job, can I withdraw my application?

Yes, to withdraw please contact recruitment@wdh.co.uk.

Do I get feedback if I'm unsuccessful?

If you have been unsuccessful, and you would like feedback, please discuss this with the recruiting manager.

Alternatively, you can email recruitment@wdh.co.uk and request for feedback.

Do you have any work experience or apprenticeship opportunities?

For more information about the available work experience opportunities, please click [here](#).

For more information about the available apprenticeship opportunities, please click [here](#).