

# The process: non-volume



## Service level agreements (SLAs)

- Assign new requisition to a Resourcing Advisor: 1 day
- Conduct vacancy briefing following approval of the requisition: 3 days
- Write the job advert following the vacancy briefing meeting: 2 days
- Post the job advert following approval of the advert: 1 day
- Advertise the job and source candidates: 7 to 14 days
- Screen candidates and share shortlist with hiring manager: 5 days
- Check ETW and share e-offer following assessments: 1 day
- Confirm start date following pre-employment screening: 2 days

## Operational level agreements (OLAs)

- Conduct vacancy briefing following approval of the requisition: 3 days
- Approve the job advert after it's shared by the Candidate Marketer: 1 day
- Review shortlist and add interview availability after candidates shared: 2 days
- Conduct face to face interviews and assessments: 10 days
- Send outcomes/ETW documents to resourcing following interviews: 2 days

Resourcing SLA timelines reflect the need for managers and candidates to respond to requests and perform certain tasks – when these tasks are completed promptly, the resourcing team will always aim to deliver activities as quickly as possible – often more quickly than the stated SLA timescale.