

# The process: volume



## Service level agreements (SLAs)

- Assign new requisition to a Candidate Administrator: 1 day
- Contact hiring manager once vacancy assigned: 1 day
- Conduct vacancy briefing with hiring manager: 3 days
- Post the job advert following the vacancy briefing: 1 day
- Advertise the job and source candidates: 7 to 14 days
- Screen candidates: 3 days (plus additional 4 days if tests are required)
- Conduct qualification calls following screening: 4 days
- Arrange interviews once HM has confirmed availability: 3 days
- Check ETW and share e-offer following assessments: 1 day

## Operational level agreements (OLAs)

- Respond to first email from Candidate Administrator: 3 days (**requisition will be cancelled if no response is received**)
- Conduct vacancy briefing following Candidate Administrator email: 3 days
- Confirm interview availability following qualification calls: 2 days
- Conduct face to face interviews and assessments: 7 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.