Action plan

Developing a recruitment process for scale

Hiring processes tend to be informal in the early stages of a company's growth. Business leaders often rely on their network to find candidates and are involved in every stage of the recruitment process. That's difficult to scale. A lack of process can lead to lower levels of diversity and increases the risk of making bad hires. Developing a robust recruitment process can solve these issues and make sure you have the talent you need to scale.

- **Effort:** Medium
- **Impact:** Medium

Actions:

Conduct a skills gap analysis.

- **Impact:** High
- **Suggested duration:** 7 days
- **Why this will help:** Taking time to scope out the requirement and how the role will evolve gives you a better sense of what's needed. This helps you identify the right candidate and set expectations.

Develop a structure for advertising new opportunities.

- **Impact:** High
- **Suggested duration:** 7 days
- **Why this will help:** Moving beyond your network and company marketing channels increases the quality of candidates. Relying on you or your employees' networks risks limiting diversity too.

Introduce a structured interview as part of the process.

- **Impact:** Medium
- **Suggested duration:** 7 days
- **Why this will help:** Presenting the same questions in the same order helps reduce bias and makes it easier to compare and evaluate different candidates.

Set tests and trial days to quickly gauge candidates' capabilities.

- **Impact:** High
- **Suggested duration:** 14 days
- **Why this will help:** Getting candidates to complete a task as part of the hiring process shows the quality of their work and how well they can follow a brief.

Action plan

Delegate the different stages of the recruitment process.

- **Impact:** Medium
- **Suggested duration:** 56 days
- **Why this will help:** In a growing company, business leaders shouldn't be involved in every stage of the recruitment process. Delegating CV sifting, first-stage interviews and other tasks empowers employees and ensures you don't become a bottleneck.

How will I know if my action plan is working?

Way to measure success
Net Promoter Score (NPS) for new starters.

Why this metric?
NPS can be used to track how likely an employee is to recommend working for your company. Monitoring the scores given by employees in their first six months is a good indicator of whether the recruitment process is working and you've made the right hire.

How do I start tracking?
Set feedback surveys for team members' first six months in a role.