

Title of POL: Internal Recruitment Policy

Custodian: Chief People Officer

Version Number: 02

Issue date: 25.07.25

Review date: 25.07.28

POLICY (POL)

Title of Policy	Internal Recruitment					
What type of document is this?	Policy (POL)	Policy Reference Number	HHH-POL-054			
Purpose of POL	The purpose of this policy is to inform employees of the internal recruitment framework which ensures that all internal recruitment practices have a fair, objective, consistent and transparent selection process.					
ROLES AND RESPONSIBILITIES						
Include in this section details of the key roles and associated responsibilities relevant to the document						
Roles	Responsibility					
Chief People Officer	Is responsible for reviewing and updating this policy and ensuring that the policy is communicated across the company through the Senior Management Team(s)					
Helping Hands Managers	Is responsible for implementing and embedding this policy within all teams across the company					
Helping Hands Employees	Is responsible for adhering to this policy as directed by line managers					
1.0 Policy summary <p>1.1 We are committed to providing continuously improving, efficient and effective services to our customers. In order to achieve this, we recognise that it is crucial to recruit the right people with the right skills and values.</p> <p>This Policy provides a framework to ensure that all internal recruitment practices have a fair, objective, consistent and transparent selection process, which promotes good practice, retention and supports a proactive approach to equality and diversity.</p>						

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2.0 Equality, diversity and inclusion

2.1 We are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection. We always carry out shortlisting, interviewing and selection without regard to an applicant's sex, gender identity, sexual orientation, marital or civil partnership status, skin colour, race, nationality, ethnic or national origins, religion or belief, age, pregnancy or maternity leave or trade union membership.

We will never exclude any candidate with a disability unless it is clear that the candidate is unable to perform a duty that is intrinsic to the role, having taken into account reasonable adjustments. Line managers must only ask a candidate questions about their health where this is directly necessary for a particular role and, in any event, only once they have been shortlisted.

To prevent any candidate from being disadvantaged because of a disability, the individual responsible for communicating with applicants should ask each candidate whether they require reasonable adjustments to be made. These may include ensuring easy access to the premises for an interview/adapting psychometric tests/replacing psychometric tests with an alternative option/providing an alternative to a telephone interview for a deaf candidate/providing a suitable chair for an interview with a candidate suffering from back problems/list other relevant examples.

3.0 Job descriptions and employee specifications

3.1 Before initiating the recruitment process, the responsible line manager must ensure that there is an up-to-date job description for the role and a clear employee specification.

The job description will describe the duties, responsibilities, level of seniority associated with the role and pay and benefits, while the employee specification will describe the type of qualifications, training, knowledge, experience, skills,

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aptitudes, competencies, and personal qualities] required for effective performance of the job.

4.0 Internal job posting

4.1 We encourage hiring managers to post job openings internally. Hiring teams may post the job internally for a period of time before they post externally or post at both places at the same time.

Internal candidates may be given priority in the hiring process since they're already familiar with our culture and expectations.

Job postings should mention if the promotion involves relocation.

Managers who post job openings internally should:

- 4.1.1 Consider all applications equally, based on their predetermined requirements.
- 4.1.2 Determine whether an internal candidate has the skills to perform the job.
- 4.1.3 Examine recent performance evaluations of internal candidates.
- 4.1.4 Interview qualified internal candidates if necessary.

5.0 Interviews

5.1 Line managers conducting recruitment interviews will ensure that the questions that they ask job applicants are not in any way discriminatory or unnecessarily intrusive. The interview will focus on the role and the skills needed to perform it effectively.

Line managers must make a record of every recruitment interview [using the interview assessment form] and forward this to the [HR department/name of individual] to be retained for a suitable period of time. To ensure fairness, the line manager should ensure that questions asked are consistent in all interviews for a

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particular job. On no account should any job offer be made during or at the end of an interview.

In some cases, we will hold interviews remotely via [telephone/online video call/online with pre-recorded questions]. Video interviews are carried out using [Zoom/Skype for Business/Microsoft Teams/other video conferencing platform]. The responsible line manager should in advance provide the interviewee with details of how the interview will be conducted. They should also give the interviewee the opportunity to provide details of any reasonable adjustments that should be made or technological difficulties that they may encounter.

6.0 Assessment criteria

6.1 We always aim to recruit the person who is most suited to each particular job. We recruit solely on the basis of the applicant's abilities and individual merit as measured against the predetermined criteria for the job. Qualifications, experience, and skills are assessed at the level that is relevant to the job.

7.0 Communicating the outcome and giving feedback

7.1 The hiring manager should:

- 7.1.1 Inform candidates at each stage of the recruitment process when they can expect to learn the outcome of the stage. The employer should make decisions quickly and communicate the outcome to candidates as soon as possible, so that they remain engaged with the process and focused on their work. The employer should treat all candidates consistently as to when and how it communicates the outcome of each stage.
- 7.1.2 Give detailed feedback to all internal candidates, whether or not they are successful and regardless of the stage that they reach. The employer should not give feedback to a candidate until it has communicated the outcome of their application but should do so as soon as possible afterwards.

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<p>7.1.3 Keep records of the application review process and note the criteria with which they rejected/hired an internal candidate.</p>		
TRAINING Is training required?	No	
Details of training	N/A	
COMPLIANCE How is compliance within this document going to be monitored?	Compliance with this policy will be monitored via the People Team and recruitment managers.	
EQUALITY IMPACT ASSESSMENT AND PROCEDURAL INFORMATION		
	Positive/Negative/N/A	Comments
Does the document have a positive or negative impact on one group of people over another based on their:		
• Age?	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.
• Disability	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection. To prevent any candidate from being disadvantaged because of a disability, the individual responsible

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		for communicating will ask each candidate whether they require reasonable adjustments to be made.
• Gender assignment?	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.
• Pregnancy and maternity (which includes breastfeeding)	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.
• Race (including nationality, ethnic or national origins or colour)?	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.
• Marriage or civil partnership?	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.
• Religion or belief?	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.

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<ul style="list-style-type: none"> • Sex? 	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.
<ul style="list-style-type: none"> • Sexual orientation? 	Positive	Policy includes an equality, diversity and inclusion clause, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.
If you have identified any potential impact (including any positive impact which may result in more favourable treatment for one particular group of people over another), are any exceptions valid, legal and/or justifiable?	All impacts are positive which ensure that applicants and candidates are not discriminated against, we are committed to applying our equality, diversity, and inclusion policy at all stages of recruitment and selection.	
If the impact on one of the above groups is likely to be negative:		
Can the impact be avoided?	N/A	
What alternatives are there to achieving the document's aim without the impact?	N/A	
Can the impact be reduced by taking different action?	N/A	
Is there an impact on employee, customer or someone else's privacy?	N/A	
Changes since previous version	No changes to Policy content at point of review Policy added to new template	

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Who was involved in developing /reviewing/amending the document? (list titles)	Chief People Officer Talent Acquisition Director	
How confidential is this document	Restricted	Can be shared freely within Helping Hands but NOT outside
References		
Associated Documents		

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