

# Chapter 1

## The employers' perspective on Soft Skills

### Annex 1 - Info sheet on recruiting processes

A business that is looking for a new employee or collaborator wants to hire the right person and build a great team. To go for it in an efficient, effective, and fair way is better if it acts according to the basic recruitment process stages.

#### Basic recruitment process

Let's wear the shoes of an employer to look at the stages of a typical recruiting process from her/his perspective:

#### 1. Defining the role

When a company has a vacancy for a role, it defines it describing its purpose, tasks and responsibilities in a job posting. In this way the company clarifies how the role fits into the company's present and future plans.

#### 2. Building a profile of the ideal person to fill the role

In this same phase for a company it is also convenient to define the person specifications (personal traits). In this way it is easier to undertake the selection and interview process in a systematic way.

#### 3. Attracting applicants

The company chooses where to advertise the vacancy to attract a wide range of good applicants at the least cost. An effective job advert sells both the position and the business. The advert should be kept short, to the point, non-discriminatory and avoid gender or culturally specific language. Using application forms (CV, cover letter) during the recruiting process is convenient to make sure candidates provide all the info that is necessary and relevant to the job as well as to make it easier to compare like with like, and conduct the initial assessment.

#### 4. Selecting the right candidate

The company formulates the selection criteria and prepares a checklist of the required essential or desirable skills. The company uses it to assess how closely candidates match up to the job and person specification. Recruiters send an email to the shortlisted candidates to invite them to an interview. The hiring and interview process should be carried out by more than one person to make sure there is no personal bias in the process.

## 5. Interview

The company uses a consistent structure to conduct interviews, also to make sure every candidate is given the opportunity to best present themselves and ask questions to the interviewer. At the end of the interview, the company informs the candidates about what happens next and when they can expect to hear the decision. When the selected candidate is chosen, the successful candidate is notified; the other candidates are notified that they are not successful.

The Basic Recruiting Process constitutes a reference procedure for companies, especially if they are small. Instead, for bigger or techy companies worldwide is easier, even if still challenging, to adapt to the ever rapidly changing human resource technology industry.

### How recruitment is changing in the digital age?

These are some of the major changes concerning recruiting nowadays, which are exacerbated by the pandemic.

1. Online applications and Applicant Tracking System (ATS)
2. Mobile recruiting
3. Video interviews
4. Digital structured interviews
5. Automation and Artificial Intelligence (AI)

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