

To receive a report on the Town Council recruitment and selection process and consider any actions and associated expenditure.

Report to: Personnel

Date of Report: 2.07.25

Officer Writing the Report: Office Manager / Assistant to the Town Clerk

Officers Recommendations

To consider the appointment of HR Support Consultancy to manage the shortlisting stage of the recruitment process only.

To update the Recruitment and Selection Policy to incorporate the proposed amendments, subject to Members approval.

Report Summary

Whilst undertaking recruitment for three positions at Saltash Town Council it has been identified that the shortlisting process requires further consideration.

At present, the hiring Line manager, Chair of the Hiring Committee, and Chair of Personnel convene to review each application. To mitigate bias, all applications are redacted and shared electronically with the panel. However, the volume of applications has increased significantly over the past year, leading to a substantial rise in the time required to shortlist and score candidates.

A recent example is the recruitment for the CHTL position, where the Town Clerk and panel were required to review 25 applications over the course of two days. This approach is increasingly inefficient and represents a poor use of both time and financial impact for all involved.

The Town Clerk discussed with line managers the current process with hiring, all line managers agreeing consideration should be given to outsourcing the shortlisting stage of the process only.

Reasons for this are:

- Efficiency and time saving

If external HR support can handle the time-consuming task of reviewing higher volumes of applications received, this will assist in speeding up the hiring process and allow managers to continue with their existing workloads, focusing on hiring itself rather than the administrative processes.

- Access to expertise

Trained professionals can effectively identify qualified candidates based on the criteria.

- Cost Effectiveness

Outsourcing the shortlisting stage streamlines the recruitment process by removing the administrative burden from hiring managers. This allows them to focus on core responsibilities and meet critical deadlines, ensuring that organisational priorities are not delayed due to time-intensive recruitment tasks.

Quotes

A quote was sought from the Town Council's appointed consultant - HR Support Consultancy.

Cost per hour: £75/hour + vat.

Comments received from HRSC: 'It is hard to say how many hours work it would be as it depends how many applicants there are and the complexity of the role.'

How Does This Meet the Business Plan?

To continue to be a good employer and invest in officer growth by supporting relevant professional development - By removing the time-intensive task of shortlisting, hiring managers and senior staff can redirect their time and energy toward other Town Council business.

Financial Regulations/ Procurement Threshold

No as we have sought costs from the Town Council's existing consultant.

Budgets

Budget Availability: £8,945

Budget Code: 6662 ST PE HR Professional Fees

Committed Spend: £8,194.50 (Bright HR, HRSC and DBS Certificates)

Given the committed costs for the 2025/26 financial year, it is recommended that any future expenditure related to recruitment, should members agree to outsource the shortlisting process, be allocated to the following budget code.

Budget Availability: £14,675

Budget Code: 6701 ST PE EMF Staff Recruitment

Committed Spend: £0

Signature of Officer:

Office Manager / Assistant to the Town Clerk