



# Ready to Recruit - Onboarding Process

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## Job offer and acceptance 1

- Verbal offer made via phone call
- Followed by email or via Applicant Tracking System (ATS) to clarify basic terms such as start date and salary.
- Formal offer letter sent **within 24 hours**. If using ATS, approval chain should already be approved. If not, approval chain should be identified.

Who?

- Recruitment/Hiring Manager



## Welcome materials 3

1. Access to a welcome pack and welcome letter via ATS, or this can be sent via email, or post if requested.
2. Example document is attached, courtesy of NECA.

Who?

- HR/Onboarding Coordinator



## Ongoing communication 5

**If start date is 1 month or less from time of job offer:**

- Regular check-ins via email or via ATS.
- Phone call closer to start date to answer any questions and ease anxiety.

**If start date is over a month from time of job offer:**

- Monthly check-ins via phone call.
- Regular check-ins via email or ATS.
- Invite to team meeting/invite for coffee to maintain contact with candidates - especially for senior roles.

Who?

- Human Resources (HR)



## Day One Support 7

- Presence of onboarding coordinator for induction and welcome.

Who?

- Onboarding Coordinator



If you have any questions about this onboarding process, please get in touch with Society Matters at

[socialaction@societymatterscic.com](mailto:socialaction@societymatterscic.com)



## Reference Collection and System Onboarding (if using ATS). 2

- Once the job offer is accepted, obtain references by first securing the applicant's consent.
- Depending on the ATS, the applicants status will be updated to reflect changes.

Who?

- Recruitment/HR Manager



## Information collection 4

- Candidate completes personal details via ATS or form.
- Includes bank details, next of kin, HMRC checklist, health questionnaire, occupational health questionnaire if required, DBS if required and, uniform sizes if required.

Who?

- Human Resources (HR)



## Pre-start engagement 6

**One week before start:**

- **Welcome gift** (e.g. vegan treat box) sent by post.
- **Welcome email** with start time and first-day expectations.

Who?

- Human Resources (HR)



## Post-start follow-up 8

- End of Week 1: Email check-in.
- Surveys sent at 30, 60 and 90 days to gather feedback.

Who?

- HR/Onboarding Coordinator

