

# THE ROUTE TO BETTER RECRUITMENT

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If you're a business owner, what keeps you awake at night?

I'm sure there are many things, particularly during these uncertain times. I'd like to focus on one of them.

As a Development Consultant in financial services for more than 10 years, business owners tell me that recruitment problems often keep them awake at night. This issue has many faces, including being understaffed or overstaffed, the wrong person doing the wrong job, disciplinary concerns, or lack of clarity around roles and responsibilities. The current crisis has highlighted the cracks as many members of staff are working from home. In contrast, the office environment often provides more opportunity for the immediate support of team members.

Why does recruitment cause such headaches?

While a regulatory environment can add a measure of complexity to recruitment, often the things that can go wrong are behavioural. In my experience, there are three main recruitment crimes.

## Recruiting without a plan.

When someone says to me, "I have just been taken on by XXX Ltd., but I'm not sure what the job is yet" – alarm bells ring. This suggests that the firm hasn't really pinned down what they are looking for – a recipe for disaster.

## Required tasks and processes aren't documented.

This makes it difficult for new recruits to learn the job as processes often sit in the heads of the owner or other key members of staff. And that means mistakes can be made all too easily.

## Hiring for personal or altruistic reasons.

This is perhaps the biggest recruitment crime of all. Some of the worst nightmares that I have heard of are when an owner has brought a family member, friend or ex-colleague into the firm and it hasn't worked out. These people are often hired without any objective analysis of their skillset.

It doesn't have to be like that.

## The route to better recruitment...

Wouldn't you like to be in a position where you get recruitment right the first time? The way to minimise recruitment crimes is to have a robust and documented recruitment process. There are huge benefits: more credibility, lower costs, better and more motivated teams.

**“Firms thrive when the right people are working in them; even in challenging times such as now.”**