Northwestern University

Staff Recruitment Service Level Agreement (SLA) Process Overview

This SLA defines how Talent Acquisition will work in collaboration with Northwestern Schools and Units to support recruitment of Staff. This document defines our service offerings for Staff and describes the responsibilities of both Talent Acquisition and the Hiring Department within the Schools and Units.

Roles & Responsibilities

Hiring Department	Talent Acquisition
Pre-Recruitment	
⇒ Determine need (new position or backfill) ⇒ Engage your Talent Acquisition Partner as early as possible to provide insight into your recruitment and hiring needs. ⇒ Define target hiring range for posting.	⇒ Proactively discuss hiring needs and begin developing a recruitment and outreach strategy. ⇒ Determine need for Diverse Candidate Slate. ⇒ Once the hiring manager confirms the department is ready to start actively recruiting, schedule a Recruitment Strategy Meeting.
⇒ Once your position has been approved by the School Unit & Department determine whether you are ready to actively partner with Talent Acquisition to begin the recruitment process. ⇒ Update Talent Acquisition of any potential updates or changes to initial posted hiring range.	⇒ Work with hiring manager to develop marketing statement, update the job posting, review and insert hiring range, and approve to go live on NU careers site and affiliate sites. ⇒ Determine if external sourcing on LinkedIn recruiter will be needed.
Recruitment	
⇒ Initiate posting for NU careers site.	⇒ Post opening to external recruitment sources. ⇒ Route resumes a minimum of once per week (or agreed upon weekly cadence) to hiring manager for review.
⇒ Commit to connecting with the Talent Acquisition Partner weekly (via phone, video meeting, or email) to provide *actionable recruitment updates throughout the search. **⇒ If feedback or new status update is not provided to the Talent Acquisition Partner for a period of 14 consecutive days, your job posting and search will be placed on 'HOLD'.**	**⇒ Commit to connecting with Hiring Manager weekly (via phone, video meeting, or email) throughout the search.** **⇒ If feedback or new status update is not provided by the Hiring Manager for a period of 14 consecutive days, job posting and search will be placed on 'HOLD' and Hiring Manager will be notified.**

⇒ **Positions on 'HOLD' for 30 days or more will be cancelled.** *** Actionable recruitment updates- Disposition updates for current applicants on who is being considered or interviewed as well as updates on candidates who can be rejected.** ***Roles open past 90 days will result in additional status updates and a reevaluation of the recruitment strategy.**	⇒ **Job postings that have been on 'HOLD' for 30 days or more will be cancelled and Hiring Manager will be notified.** ***Roles open longer than 90 days will result in an additional status update request, a new Intake meeting request, and possible direct sourcing provided by HRTA.**
⇒ Partner with Talent Acquisition Partner to finalize interview plan/necessary materials (interview questions, structure, rubric, who is participating).	⇒ Partner with Hiring Manager to assist with development of interview plan and template documents (phone interview template, candidate rating rubric, recommended interview questions).
⇒ Identify a diverse interview panel or seek diverse perspectives throughout the interview process.	⇒ Partner with Hiring Manager to build a diverse interview panel.
⇒ If position is underrepresented, review interview slate of diverse candidates submitted by Talent Acquisition. ⇒ Discuss with your Talent Acquisition Partner if slate should be modified to better meet your talent needs. ⇒ Provide timely, detailed feedback to Talent Acquisition Partner for proper candidate disposition.	⇒ If position is underrepresented, present interview slate of diverse candidates to the hiring manager for review. Request candidate feedback for proper candidate disposition.
Offer Process	
⇒ Select Candidate(s) of Choice. ⇒ Consider requesting references via Skill Survey to use as a decision-making factor prior to verbal offer. ⇒ Consult with Talent Acquisition Partner to develop offer, submit Approval to Hire form, and request/review references via Skill Survey. *If traditional references are being completed by the department, please send a copy of the completed references to your HRTA Partner. These will be added to the candidate's employee file.	⇒ Consult with Hiring Manager on offer progression. ⇒ Send Skill Survey to top finalist(s) to use as a decision-making factor prior to verbal offer. ⇒ Make the offer and consult with Hiring Manager if negotiation is necessary. ⇒ Create the offer letter and begin the hiring process (university background screening, reference verification, and other onboarding requirements).

⇒ Based on previously identified Recruitment Plan, the verbal contingent offer is made by department or Talent Acquisition Partner.	*If department completes a traditional reference verification request a copy of the reference notes for the new hire file.
Onboarding	
⇒ Once university background screening is complete for Candidate of Choice, notify other interviewed candidates.	⇒ Confirm completion of university background screening and submit paperwork to HR Ops for processing. ⇒ **Send Northwestern Onboarding Next Steps email to New Hire, Hiring Manager, and/or Department Administrator.**
⇒ Within 24 hours of hire being processed, the Department's Net ID Coordinator will receive an auto-generated email from myHR with new hire Net ID and activation instruction.	⇒ Send New Hire Manager Resources email to Hiring Manager and/or Department Administrator. ⇒ Assure remaining candidates are appropriately dispositioned in eRecruit. ⇒ Close out posting and process hire.
⇒ Review the Manager's Resources email sent by HRTA and reach out to new hire (perhaps via zoom) to welcome them to Northwestern and your team (confirm start date).	⇒ Ensure consistent communication with candidate and department throughout initial onboarding through the candidate's anticipated start date.
⇒ **Review On-boarding page**	⇒ Send New Hire Check-In email two weeks after hire starts to Hiring Manager and/or Department Administrator and employee.