

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 Manager within the Schools and Units.

Roles & Responsibilities

HIRING MANAGER	TALENT ACQUISITION
RECRUITMENT PROCESS	
<p>⇒ Determine need (new position or backfill)</p> <p>⇒ Engage your Talent Acquisition Partner as early as possible to provide insight into your recruitment and hiring needs.</p>	<p>⇒ Proactively discuss hiring needs and begin developing a recruitment and outreach strategy</p> <p>⇒ Determine need for Diverse Candidate Slate</p> <p>⇒ Once the hiring manager confirms the department is ready to start actively recruiting, schedule a Recruitment Strategy Meeting</p>
<p>⇒ Once your position has been approved by the Position Approval Committee (PAC), determine whether you are ready to actively* partner with your Talent Acquisition to begin the recruitment process.</p>	<p>⇒ Work with hiring manager to develop marketing statement, update job posting and approve to go live on NU careers site and affiliate sites.</p> <p>⇒ Post opening to external recruitment sources.</p>
<p>⇒ Initiate posting for NU careers site</p>	<p>⇒ Route resumes to hiring manager for review</p>
<p>⇒ Commit to connecting with the Talent Acquisition Partner weekly (via phone, video meeting, or email) to provide updates throughout the search.</p> <p>⇒ 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'.</p> <p>⇒ Positions on 'HOLD' for 30 days or more will be cancelled.</p> <p>⇒ Cancelled positions with PAC approval dates more than 6 months old require resubmission to PAC for approval.</p>	<p>⇒ Commit to connecting with Hiring Manager weekly (via phone, video meeting, or email) throughout the search</p> <p>⇒ 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 notify Hiring Manager.</p> <p>⇒ Cancel job postings that have been on 'HOLD' for 30 days or more and notify Hiring Manager.</p>

<p>⇒ Partner with Talent Acquisition Partner to finalize interview plan/necessary materials (interview questions, structure, rubric, who is participating)</p>	<p>⇒ Partner with Hiring Manager to assist with development of interview plan and template documents (phone interview template, candidate rating rubric, recommended interview questions)</p>
<p>⇒ Identify a diverse interview panel or seek diverse perspectives throughout the interview process.</p>	<p>⇒ Partner with Hiring Manager to build a diverse interview panel</p>
<p>⇒ 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 detailed candidate feedback to Talent Acquisition Partner</p>	<p>⇒ If position is underrepresented, present interview slate of diverse candidates to the hiring manager for review.</p>
OFFER	
<p>⇒ Select Candidate of Choice ⇒ Consult with Talent Acquisition Partner to develop offer and submit Approval to Hire form ⇒ Based on previously identified Recruitment Plan, the verbal contingent offer is made</p>	<p>⇒ Make the offer and consult with Hiring Manager if negotiation is necessary ⇒ Create the offer letter and begin the hiring process (university background screening, tax paperwork and employment verification)</p>
ON-BOARDING	
<p>⇒ Once university background screening is complete for Candidate of Choice, notify other interviewed candidates</p>	<p>⇒ Will confirm completion of university background screening and submit paperwork to HR Ops for processing</p>
<p>⇒ Within 24 hours of hire being processed, Hiring Manager will receive an auto-generated email from myHR with new hire Net ID and activation instruction</p>	<p>⇒ Assure remaining candidates are appropriately dispositioned in eRecruit, close out posting and process hire</p>
<p>⇒ Reach out to new hire (perhaps via zoom) to welcome them to Northwestern and your team (confirm start date)</p>	
<p>⇒ Review On-boarding page</p>	