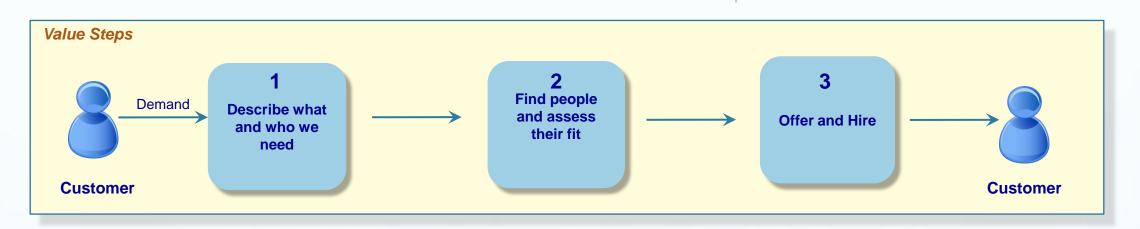# Recruitment

Purpose

Right person, right time

Value Demands

- I need an employee

Customer

- Candidates
- Managers
- The Borough/Other Organisations

What matters?

- Right fit with organisation
- Make it Easy
- Bespoke
- Communication

Value Steps

Customer → Demand →
1 Describe what and who we need →
2 Find people and assess their fit →
3 Offer and Hire →
Customer

Customer Experience

- Lots of familiar faces on my first day at the Council as I had met a lot of the people I would be working with at the recruitment day
- I had a genuine picture of what the job was about
- I felt I could sell myself better
- Easier for managers and more bespoke to suit the circumstances