



Practical, Prompt, Professional HR Solutions

RECRUITMENT AND SELECTION

Complete People Management Ltd provides a wide variety of recruitment and selection tools designed to support you in successfully identifying the best candidate for each and every employment vacancy that your company has. The tools are available suitable for employee development purposes.

Our tools include:

- Person Specification
- Job Descriptions
- Job Profiling
- Personality Reports
- Aptitude and Ability Testing
- Online skills Testing
- Interviews & Competency Based Interviews
- Assessment Centres
- Application Validation

Person Specification

The person specification provides a clear picture of the essential and desirable skills, qualities and behaviours for the job. A person specification is created after an initial discussion related to the job content.

Simply telephone us on **0208 8168 726** to find out more and/or to place your order.

Job Descriptions

There are over 60 job descriptions available on the website and all are currently available free. Visit free products at www.completepeoplemanagement.co.uk for further information. Should you require a job description that is not listed here please telephone us on **0208 8168 726** to discuss your requirements further and to receive a quotation.

Job Profiling (Human Job Analysis)

Job profiling allows you to quickly and effectively profile the behavioural competencies required in the job that you are recruiting for. The job profile is a questionnaire that can be completed either online or in paper format. There are 24 sentences in the questionnaire that must each be ranked according to the importance of the job within the organisation. The results can then be compared against the individual's personality profile to assess the compatibility with the employment position.

The benefits of the job profile are it:

- Is user friendly;
- Provides a template for the job;
- Gives an objective view of the behavioural characteristics required;
- Is easily compared with the personality profiles.

Each report is priced at £50 plus VAT. Simply telephone us on **0208 8168 726** to find out more and/or to place your order.



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Personality Reports

Personality reports are designed to assist in the decision making processes related to recruiting, selection, training, counselling, career planning and development of individuals. The reports are also a useful outplacement tool when you are making employees redundant.

The candidate or employee completes a questionnaire either online or in paper version. There are 24 sets of four words in the questionnaire for which the candidate/employee must select one word that most describes them and another that least describes them. It takes approximately 10 minutes to complete. Once the questionnaire is completed a number of reports can be generated that cover general behavioural areas of the candidate/employee including self-image, self-motivation and behaviour at work under pressure. The candidate/employee behaviour is described in four main categories which are dominance, influence, steadiness and compliance.

The reports include:

- Personality Profile
- Strengths and Limitations
- How to Manage
- Interview Questionnaire
- Management Audit
- Sales Audit
- Admin/Tech audit
- Training Needs
- Career Guide
- Job Compatibility
- Executive Summary
- Candidate Feedback
- Person Compatibility

Each report comprises of different section for example the Executive Summary covers general characteristics, how to maximise potential and responsibilities appropriate. A bespoke report can also be created for example to include the following:

- How to maximise potential
- Motivating
- Supporting
- Problem solving
- Managing aggression and understanding clients.

Here is what one candidate said about the process and report....

I completed the on-line questionnaire in approximately 10 minutes. This was easy & fun with 20 questions or so with four options to choose the most & least applicable statements to you in a work scenario. The results were amazingly accurate & gave a true picture of my work characteristics. In particular the report highlighted frustrations in my current role & recommended discussions to take place to prevent my performance being adversely affected. The questions were not structured to pick up on this issue so I was immensely surprised to see this documented. The report clearly identified the ideal workplace & environment suited to me. I agree with the report in its entirety. For any employer, this gives a detailed insight into the person's strengths & suitability to match against the job requirements which may not be apparent from an interview.



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Each report is priced at £95 plus VAT and includes up to 45 minutes of feedback via telephone.

Reports without the feedback are priced at £60 plus VAT.

Face to face feedback can also be arranged, please telephone us on **0208 8168 726** for a quotation.

Telephone us **0208 8168 726** to find out more about the different reports available and/or to place your order.

Aptitude and Ability Testing

Aptitude and Ability Testing is designed to identify whether an individual is suitable for a job or task or is capable of being trained and developed for the job or task. The tests provide valuable information when recruiting and developing individuals. The tests measure the pure mental factors that are common to everyone. They are not intelligence tests. The tests include:

- Perceptual speed;
- Reasoning;
- Number speed and accuracy;
- Working memory and
- Spatial visualisation.

The individual completes the tests online or under the supervision of a qualified administrator.

The tests are an accurate and reliable predictor of a person's development potential, namely how quickly they can learn and retain new skills and procedures. The benefits of the testing are as follows:

- Objective and fair;
- Quick to administer, total testing time is one hour;
- Accurate and reliable predictor of ability;
- Completes the picture – ability levels work in tandem with personality profiles;
- Identifies fast track potential;
- Reduction in training and development costs by prior assessment;
- Assist in solving issues such as high labour turnover, high absenteeism, poor communication and more.

Feedback on the results of the tests is given to the manager of the individual within 2 days of the tests being administered. Feedback is then given directly to the individual via telephone at an agreed time with the manager. This takes up to 15 minutes.

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Online Skills Testing

Online skills' testing is a series of over 100 tests which allow you to measure with certainty the proficiency of individuals.

They are designed to measure hard competencies such as:

- Secretarial and keyboard skills
- Literacy and numeracy
- MS Office
- Call centre listening and keying.

The tests will tell you how an individual performed in the tests, namely how many they got right in the time allowed. The tests are delivered via the Internet and are easy to use and interpret. The tests available include:

- Microsoft Office 2000 & 2003
- Numeracy
- Spelling
- Secretarial
- Shorthand
- Call centre listening and keying
- Data entry
- Call centre foreign language
- Audio typing
- Email/Internet

The tests and the related administration are priced at £40 per individual per test plus VAT. Feedback on the test results is given to the manager and is charged at £30 per 15 minutes.

Simply telephone us on **0208 8168 726** to find out more and/or to place your order.

Interviews and Competency Based Interviews

Interviews are a traditional and valuable method to select an individual for an employment position. Our interview questions are designed to specifically test the candidate's suitability for the employment position.

We can assist with initial screening interviews or final interviews as necessary.

We can also provide interview questions specific to the position.

Our competency based interviews are designed to specifically test the individual's competencies for the position.

We can also provide competency based interview questions specific to the position.

Simply telephone us on **0208 8168 726** to find out more and/or to place your order.



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Assessment Centres

A valuable tool when recruiting for any position including and not limited to customer facing roles, team leaders, supervisors, managers, directors and specialist professions. Designed to test the skills, abilities and behaviours of the individuals against the skills, abilities and behaviours of the organisation and the employment position. An assessment centre could typically cover the following:

- Personality Profiling;
- Group Exercise(s);
- Ability and Aptitude Testing;
- Presentation;
- Interview.

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Application Validation

At **Complete People Management Ltd** we recognise the importance of checking out applicant's backgrounds. To assist you in your decision making and also to re-assure you that you have a candidate who is who they say they are we can undertake any of the following checks on your behalf:

- Obtaining references from a previous employer or educational establishment;
- Educational qualifications;
- Professional membership.

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All prices are exclusive of VAT.

Our recruitment and selection services are available in the UK and Norway.

Our recruitment and selection services may be undertaken by an Associate HR Consultant.