

5. How to Invite Candidates to an Interview

1 OVERVIEW

In the first instance it is advisable to ring candidates to invite them for interview. This is the start of a two-way relationship with the candidate and it is important to get it right. Be ready to answer any questions candidates may have about the interview process.

Where candidates have been put forward by recruitment agencies it is usual for the recruitment agency to contact candidates informing them that they have been invited for interview. Where this is the case it is important to ensure you provide the recruitment agency with the information they need to schedule an interview with the candidate.

When you contact candidates or ask recruitment agencies to do so it is important to have the interview schedule ready to check in case the candidate is not available at the allotted time. With the first candidate you contact you have the greatest flexibility of interview slots so contact candidates you think will be more difficult to accommodate first.

If you have included dates for interview within your job advertisement, you would expect candidates to be aware of the dates and have applied knowing that they need to be available if called for interview.

Be prepared to be flexible around dates and times if you can, as you don't want to lose good candidates who are unable to make interview dates for good reason. However, you do need to be mindful of other candidates who could be kept waiting if you have to schedule interviews on alternative dates.

Always follow up in writing (usually email) outlining the details of the interview, so that they have all the necessary information to hand. If the interviews are being arranged through a recruitment agency, ensure you send the same information.

2 INFORMATION TO INCLUDE WHEN INVITING A CANDIDATE TO AN INTERVIEW

- Confirmation of the role for which they are being interviewed.
- Date and time of interview.
- How long the interview is likely to last.
- Who the interview panel will be, including names and job titles.
- The format of the interview and whether there will be a presentation or any other activities which they will be required to take part in.
- Where to report when they arrive and who to ask for.
- Any arrangements for parking and details of public transport options.
- If the location of your organisation is difficult to find or a candidate is from out of area, you might provide a map or a link to a map.
- How to inform you if they have any special requirements, for example access requirements or arrangements to bring an interpreter. It is important to ensure that you give all candidates the opportunity to inform you of any requirements they have and that you take all possible steps to make reasonable adjustments to enable them to attend the interview and ensure they are not put at a disadvantage due to their disability (physical or mental impairment). This is a requirement under the Equality Act 2010 and failure to do so could lead to a discrimination claim.
- What they need to bring with them - for example, qualification certificates.
- Who to contact to confirm attendance.
- Whether you will pay interview expenses and the process for claiming these. There is no requirement for an organisation to pay interview expenses.

If you haven't already provided the job description, information about the company and about salary and other benefits it is good practice to do so now.

3 NEXT STEPS

- Create template communications for candidates for use when you are inviting candidates to attend an interview.
- Ensure that you are not including anything in your communications that could be potentially discriminatory.
- Include information that is useful to know in case the candidates are unfamiliar with the area, such as a map directing candidates to your location.

4 FACTSHEETS & TEMPLATES TO HELP

- How to Create a Job Description and Person Specification
- Promoting an Equal Opportunities Workplace and Avoiding Discrimination
- How to Create a Job Advert
- How to Conduct a Telephone Interview
- How to Conduct a Face to Face Interview
- How to Review Candidates and Make a Hiring Decision
- Interview Assessment Form

5 FOR MORE ADVICE AND INFORMATION

ACAS - (Advisory, Conciliation and Arbitration Service) free and impartial information and advice to employers and employees on all aspects of workplace relations and employment law. www.acas.org.uk

Achieve in Bath & North East Somerset - free recruitment support, advice and help. Matching job seekers, employers and course providers to help employers recruit, train and retain employees. www.achieveinbathnes.co.uk

Future Bright - free help & support for businesses and employees to realise their full potential. Provide access to training and development, workshops and networking. HR support to promote career progression and best practice to attract and retain staff. www.futurebright.org.uk

Bibliography - this fact sheet was produced by Rathbone HR Solutions in association with Cool Ventures Ltd in December 2018 with content sourced from; HR Inform (www.hr-inform.co.uk), ACAS (www.acas.org.uk), CIPD (www.cipd.co.uk), the pensions regulator (www.thepensionsregulator.gov.uk/en/employers), HMRC (www.gov.uk/government/organisations/hm-revenue-customs), the Information Commissioner's Officer website (www.ico.org.uk)



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