This document has been set up to standardise how we understand role and person requirements and the approach taken to ensure as successful hire.

**Stage 1**

Validate ATR information from approvals and be clear around compensation & benefits and the need to recruit within range. Anything outside of the range will need further authorisation at offer stage, so this should be communicated as early as possible based on the candidates’ expectations through the process.

**Stage 2**

**Understanding the role in more detail, including the team and how it all fits.**

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| Job title: | IT Service Desk Analyst |
| **How has this role come about? E.g. internal progression, new role through expansion etc?** | Replacement for Ahmed Jama |
| **Tell me about the team/department? E.g. what’s it like to be a part of the team, how many people,**  | The Service Desk Analyst manages the end-to-end fulfilment and resolution of IT technical faults and enquiries as well as customer calls. This diverse role ensures timely response enabling stores and franchisees to run their businesses.They work weekends (and bank hols,but get the extra holiday). A typical rota would be 3 x blocks of earlies, 3 x blocks of late/XL shifts, then 1 x block of Night Shifts, all on the 4 days on 2 days off pattern  Early - 10:00-18:00 Late 15:00-23:00 XL 18:00-02:00 and Nights 21:00-05:00Ideally local, no further than London1 Day a week in the office on a Monday |
| **What is the scope for development in role? E.g. development opportunities, projects etc** |  2nd Line Support  |
| **Why should someone join this team? E.g. what makes it unique to other roles companies, and why dominos. This should include details of commitments towards diversity, equity, and inclusion, and how that is reflected in the team/department culture.** | £30,860 plus upto 15% discretionary bonus |

**Stage 3**

Understanding the profile of person you are looking for.

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| **Tell me about some of the people in this role/who have previously done the role? E.g. where have they come from, what could their career path look like** |   |
| **What are the typical behaviours you would expect to see in this role? E.g. attention to detail, persuading and influencing etc** |   1st Line experience already.Attention to DetailGood customer service |
| **What are the core skills you are looking for in this role? Be clear to define the ‘must have’ and ‘nice to have’ as well as the importance of valuing diverse perspectives and experiences, and how that contributes to the team's success.** | * Good Microsoft skills using Outlook, Word and Excel
* Good customer service skills
* Ability to work in a busy, results focused and thriving environment
* Able to think logically and problem solve

**Desirable:*** Basic understanding of IT technologies and support principles
* A true interest in IT and a desire to develop skills and knowledge in this area

A+ qualification or equivalent |
| **What would be the red flags to not hire someone in this role?** |  Not a lot of jumping around in roles |
| **Where would you say is a good place to find these people? E.g. which companies, networking groups, online communities etc** |   |
| **What are the critical questions I should be screening candidates on? And what would you expect them to say** |   |

**Stage 3**

Based on the profile of the person and the role, agree the sourcing & attraction strategy as well as the selection & assessment process and methods with the hiring manager. Agree stage dates and milestones with the hiring manager so everyone has clear expectations.

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| **Discuss & agree best places to source and attract candidates from based on person & role requirements. E.g. advertising on general & specific job boards, LinkedIn etc as well as LinkedIn, Facebook sourcing****Be sure to include strategies for reaching and attracting a diverse pool of candidates, such as:*** **Partnering with organizations or communities that promote diversity**
* **Advertising on job boards or forums focused on underrepresented groups**
* **Using inclusive and unbiased language in job descriptions and advertisements**
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| **Agreed recruitment process & milestones. E.g. applications, screening, interviews****Things to consider:*** **Training hiring managers and interviewers on unconscious bias and inclusive interviewing techniques.**
* **Implementing structured interviews with pre-determined, job-related questions.**
* **Involving a diverse panel of interviewers or evaluators.**
 | **Agreed stages** | **Dates** |
| ☐Applications | Dates:  |
| ☐ Screening | Dates: |
| ☐ 1st stage hiring manager interview. | Dates: 2 x Senior service Desk Dates TBA – assessment plus interview |
| ☐ 2nd stage hiring manager interview. | Dates: Stewart plus 1 other Dates TBA |
| ☐ 3rd stage hiring manager interview. | Dates: |
| ☐ Offer | Dates: |
| ☐ Start date | Dates: |
| **What assessment & selection methods will be used in the recruitment process? E.g. aptitude tests, psychometric profiling, interviews, presentations etc**  |  |