



## CCCC – Recruitment and Selection Policy

### 1. Purpose

The purpose of this policy is to explain how the Chichester Child Contact Centre (CCCC) plans to ensure that there is a process in place for the recruitment of Staff, Volunteers, Trustees, Chair and Deputy Chair.

### 2. Aim

The aim of the policy is to:

- Ensure there is a clear recruitment process for Staff, Volunteers, Trustees, Chair and Deputy Chair.
- Ensure that the recruitment of Staff, Volunteers, Trustees, Chair and Deputy Chair is in line with equal opportunities.

### 3. Introduction

CCCC is committed to recruiting the most suitable person for each role, based on merit and alignment with the Centre's values. Recruitment decisions will not be influenced by ethnic or national origin, gender, marital status, sexual orientation, age, disability, religion, or lifestyle.

Throughout the recruitment and selection process for Volunteers, Staff, Trustees and leadership roles, CCCC will refer to its Equal Opportunities Policy to ensure fairness and inclusivity.

CCCC aims to manage recruitment in line with best practice and all relevant legal requirements, ensuring a transparent and equitable process for all applicants.

### 4. Recruitment process

Job Description outlines the roles and responsibilities of the position to include:

- Job purpose
- Organisation structure
- Scope of the job
- Knowledge and experience
- Skills

This is required so that the person applying for the position knows exactly what the job entails and what tasks they would be expected to carry out.

Person Specification outlines what would be expected from the person and includes the following:

- Health and Safety
- Client satisfaction
- Quality and continuous improvement
- Pro-active approach to work
- Team working



## 5. Advertising

CCCC will advertise the vacancies in a variety of places:

- Local newspaper
- Job advert websites
- Posters / leaflets
- The local Volunteering bureaux

While CCCC aims to advertise vacancies widely and accessibly (internally and externally), the decision to advertise externally is at the discretion of the charity. In some cases, roles may be filled through internal recruitment or direct invitation, where appropriate and in line with equal opportunities principles.

## 6. Safer recruiting

CCCC aims to only recruit people who are suitable and safe to work with the families using the service.

Safer recruitment means:

- Using application forms where previous employment details are provided
- Asking for two references for the candidate for any position within the centre
- Asking for evidence of any qualifications or training for suitability of the role
- DBS checks completed in line with policy
- Evidence for right to work in the UK
- Ensuring the interview panel is appropriate in accordance with the role

## 7. Recruitment process

	Recruitment process
<b>Volunteer</b>	<ol style="list-style-type: none"><li>1. Individual submits an application form</li><li>2. Receives a telephone acknowledgment and invitation to visit the Contact Centre</li><li>3. Attends an informal chat/interview with the Coordinator and Team Leader during the visit</li><li>4. Receives the Volunteer Information Pack</li><li>5. If successful, is offered the role, subject to satisfactory DBS and reference check</li></ol>
<b>Paid Staff</b>	<ol style="list-style-type: none"><li>1. Candidate submits an application form</li><li>2. Committee shortlists applications</li><li>3. Shortlisted candidates are invited to a formal panel interview and visit to the Contact Centre (with the Chair and Committee members)</li><li>4. Candidates are offered or declined based on interview outcomes</li><li>5. Chair contacts the successful candidate to confirm the appointment, subject to satisfactory DBS and reference checks</li></ol>
<b>Trustee</b>	<ol style="list-style-type: none"><li>1. Candidate submits an application form</li><li>2. Receives a telephone acknowledgment and invitation to visit the Contact Centre</li></ol>



	<ol style="list-style-type: none"><li>3. Attends an informal chat / interview with the Coordinator and Chair / Deputy Chair of Trustees</li><li>4. Receives any further information required about the role</li><li>5. If successful, is put forward to the Board of Trustees for appointment, subject to satisfactory DBS and reference checks</li><li>6. Chair contacts the individual to confirm the appointment</li></ol>
<b>Chair &amp; Deputy Chair</b>	<ol style="list-style-type: none"><li>1. Candidate expresses interest or submits an application form</li><li>2. Receives a telephone acknowledgment and invitation to visit the Contact Centre</li><li>3. Attends an informal chat</li><li>4. Participates in a formal interview with the Coordinator, Chair of Trustees, and Chair (if applicable)</li><li>5. Receives any further information required about the role</li><li>6. If successful, is put forward to the Board of Trustees for appointment, subject to satisfactory DBS and reference checks</li><li>7. Chair contacts the individual to confirm the appointment</li></ol> <p><b>Note:</b> External advertising may not be required; appointments may be made through internal nomination or targeted recruitment, subject to Board approval.</p>

## 8. Applications

All applications for positions at CCCC can be applied for through an application form. The application will include headings such as, personal details, skills and experience, any other voluntary work undertaken and contact details of two referees.

**Note:** If applicants require the application form in an alternative format or need support completing it, they are encouraged to contact the Centre Coordinator.

## 9. Interviews

### Informal

Informal interviews are typically offered to applicants for Volunteer, Trustee and Chair / Deputy Chair roles. These include a visit to the Contact Centre and a conversation with relevant personnel, such as the Coordinator, Team Leader, or Trustees to explore the applicant's motivations, values, and suitability for the role. Notes from informal interviews are recorded and stored in accordance with the General Data Protection Regulation (GDPR).

### Formal

Formal, competency-based interviews are conducted for paid staff roles and may also be used for Chair or Deputy Chair appointments. These interviews are carried out by a panel, which may include Trustees and Committee members. Formal interviews are especially important when recruiting individuals from outside the charity, to ensure alignment with the Centre's values, safeguarding standards, and governance expectations. All interview notes are recorded and stored in line with GDPR requirements.

## 10. DBS checks



As part of the recruitment process all Volunteers, paid Staff and Trustees will need to complete an enhanced DBS in line with CCCC DBS policy.

If there are any concerns raised on the DBS check this would need to be considered on a case-by-case basis and where appropriate a risk assessment is completed.

## 11. Reference checks

Two written references are required for applicants and all offers are subject to satisfactory references. Once the references are returned to the Centre it is important that any points that may be unclear in the reference must be followed up with the referee via phone.

## 12. Appointments

Once CCCC has decided who to offer the post, they will contact them directly to offer the role. However, any offer is subject to satisfactory references and DBS checks. An offer letter will be issued for paid Staff which will include the terms and conditions of the employment with a clear explanation that any anomalies in their references and DBS may result in the contract being withdrawn.

## 13. Succession planning

CCCC recognises the importance of continuity in leadership. Where appropriate, succession planning may be used to identify and prepare individuals for future leadership roles, including Chair and Deputy Chair. This process will be transparent and aligned with the Centre's values and governance standards.

**Note:** NACCC is a membership organisation and does not oversee the staffing or daily operations of individual centres. However, it provides guidance, support, and accreditation and expects all member centres to uphold the highest standards.