

Internal Service Level Agreement (SLA) for HR Services

Overview

This service level agreement (SLA) is for the provision of human resources (HR) services in relation to employee relations (IR) advice and recruitment assistance to managers, supervisors and staff of John Readings Pty Ltd. and includes all divisions and business units throughout Australia. It does not include offshore divisions.

Service Specifications

The designated HR team at John Readings Pty Ltd. will provide advice, assistance and support on the implementation of the organisation's HR policies and procedures in relation to employee relations and selection and recruitment activities across the business.

This aligns to our corporate goal to "attract and develop highly motivated customer service oriented staff".

Primarily, it is anticipated that the main customers for this SLA will be supervisors and managers. The service provided, however, should not be limited to these staff only.

Examples of advice and assistance to be provided include (but are not exclusive to):

1. Relevant award/certified agreement information and interpretation

On receipt of request for information and/or clarification, the HR team member will either:

- Provide the information in writing (via email) if the request is not complex,

- For more complex queries, the HR professional will contact the manager initiating the request to clarify what information is required, determine the context for the information and negotiate with the manager the most appropriate form of response. Examples of these could be:
 - Providing further one-on-one coaching with the manager to assist them in dealing with the issues,
 - Arranging a face-to-face meeting with the manager and affected staff member/s to provide the information and further discuss the issues at hand, and
 - Attending a staff meeting as a guest speaker to provide the information to all staff and be available to answer further queries.

2. Recruitment and selection activities

Upon receiving the request for recruitment, the HR team member will contact the manager to arrange a time to discuss the specific recruitment needs. This will include determining:

- The specific requirements of the position (via the completion of a recruitment needs assessment questionnaire),
- The length of tenure for the position (i.e. permanent, short-term or longer-term contract, temporary and so on),
- The most effective method of recruitment (i.e. via advertising in media, the internet, social media or other forms),
- The timeframe for the recruitment and selection activity, and

- Who will be involved in the selection process for the position under consideration.

Once these have been determined, the HR team member will:

- Draft the job description or job recruitment document for the manager to approve,
- Organise the advertising of the position,
- Be a contact point for the receipt of applications,
- Provide assistance and HR advice to the selection panel which may include:
 - The initial shortlisting of applications,
 - Arranging interview appointments for shortlisted applicants,
 - Organising venues for interviews, and
 - Administrative support during and after the interview process (e.g. drafting a written selection report if required, reference checking of applicants, advising unsuccessful applicants in writing etc.).

Performance Standards for SLA

Qualitative Measures

The HR team will ensure that the advice provided is accurate, up-to-date, and in line with the organisation's strategic direction, policies and procedures.

The HR team will ensure that they approach each issue with a view to providing a range of solutions to assist the supervisor or managers to make informed decisions.

The HR team leader will attend all department meetings to provide updates and information on HR issues to managers and supervisors, and be available to provide HR perspectives on issues relating to the operations of the business.

Quantitative Measures

The HR team will ensure that all enquiries are handled promptly in accordance with the organisation's HR service standards (i.e. initial contact with client within 24 hours of receipt of enquiry). For more complex enquiries, each will be handled on a case-by-case basis which is to be negotiated with the client in the initial contact.

The HR team will provide, on request, a range of statistical information to the relevant department and divisional managers in regard to HR services undertaken (e.g. recruitment application statistics).

Client Responsibilities

The client undertakes to:

- Ensure their appropriate staff are available to meet with the HR team in order to progress particular issues raised or specific activities within agreed time frames,
- Provide the HR team with sufficient information in order to assist with the progression/resolution of issues,
- Be responsible for any financial costs associated with activities the HR team undertakes on behalf of the client, including advertising costs and the use of other specific recruitment tools (e.g. behavioural profiling).

Monitoring and Review

The manager of the HR team will meet on a bi-monthly basis with the executive management group and managers' meetings to gain general feedback on the service the HR team is providing to the managers and supervisors, as well as to review the current SLA.

The manager of the HR team will collate statistical information relating to the level and frequency of this service provided to the executive, for discussion at the designated bi-monthly meetings.

The department manager will immediately contact the manager of the HR team if they have any issues that need to be discussed in terms of this SLA.