

Matching and feedback

Should redeployees apply for your vacancy, their skills profile, supporting statement and CV (if supplied) will be sent to you for consideration. The matching process can be thought of as a short-listing exercise (example overleaf) where you are making a judgement about whether the redeployee has demonstrated in their supporting statement that they meet your person specification criteria. Decisions and reasons should be recorded although you may find situations where you would like further information. If this is the case, make a note of what you would like clarifying and Redeployment will endeavour to get this information for you as soon as possible.

This process does not involve an evaluation of the redeployee's ability - it is a preliminary assessment only. A formal interview should be held to assess the ability of those who potentially match 70% of the requirements of the role.

If a redeployee meets more than 70% of the criteria but less than 100%, you will need to assess whether any gaps in experience and knowledge can be addressed in reasonable time through training, development and experience of doing the job. This is not an exact art and although a redeployee could meet 90% of the criteria or more they may lack a crucial element that cannot be addressed in the short term, for example a PHD in the relevant field. If the remaining gap can't be addressed in reasonable time then the candidate should be deemed as not suitable for appointment and you do not have to move forward to a formal interview if this is the case.

The consideration for what is a 'reasonable time' is normally defined as the standard 3 month trial period. As different posts have different workload pressures and different initial levels of demand on the employee the department must take the lead when considering if a specific candidate can be trained within reasonable time. Fundamentally the decision is based on the demands of the post and the duration of the post but if you are unsure please seek advice from your local HR Manager.

The importance of feedback

Feedback will be passed to any unsuccessful redeployees via the Redeployment service.

Completed matching forms must be returned to Redeployment and when doing so it is important to provide relevant, example based, constructive feedback for unsuccessful redeployees which links back to the person specification. This feedback will help redeployees identify training requirements, clarify the types of roles that are suitable and assist in their development.

Upon the receipt and approval of completed matching forms Redeployment will release your post for further advertisement.

Redeployment matching form

Faculty/Service:	Department:			Vacancy grade:
Manager composing feedback:	Vacancy title & reference number:			
Redeployee:	Matching assessment - the degree to which the redeployee matches the selection criteria. Please tick the appropriate column: ✓ = Match ? = More information to be sought × = Not a match			
Person specification criteria (list these below)	✓	?	×	Manager's comments/notes (for use as feedback to Redeployee)
Evidence of the ability to document and organise work effectively	✓			The redeployee has provided evidence that shows they can document work and report back in a timely fashion
Experience of working in a service environment		?		The redeployee stated they have pervious service roles experience however they haven't evidences this experience in any detail and explained how this experience would help them perform in this role
Commitment to high quality customer service			X	The redeployee stated why delivering services was important, but did not show an understanding or examples of meeting customer needs, dealing with difficult customers, or changing demands due to new procedures.
Ability to work as part of a team on and your own initiative			X	Although the redeployee provided clear evidence of working on their own initiative they only provided some evidence of their ability to work as part of a team, experience illustrated was limited to instances outside the working environment, it would have been beneficial for the redeployee to provide relevant, evidence based examples of team work which have depth.
Summary of feedback for Redeployment to convey to the individual: Overall the redeployee did not give enough evidence to support the essential criteria on the person specification; they did not provide an indication of the value/scope of what they have done in the past. I recommend that the redeployee provides clear evidence based examples relating to work experience and their knowledge relating to the role in hand. Due to the nature of the post it was felt the redeployee did not have enough experience in a customer service role to be considered a match.				