**What is candidate experience?**

The candidate experience is about building relationships. It's about making candidates feel welcome, valued and well informed throughout the entire recruitment process - from the initial point of becoming aware of the vacancy through to the end of selection process. When thinking about the candidate experience, you need to ask yourself if you are **just selling jobs or selling the experience of working for CSU?**

**Why is it important?**

Every time an applicant deals with CSU they are forming a view about the organisation both as a potential employer and as a University. Organisations who deliver an outstanding candidate experience will receive a reputation as an employer who cares about their employees. The candidate experience isn't just about your recruitment process, but it is about **promoting CSU as a great employer** and the best way to do this is to ensure a positive initial candidate impression.

**Who is responsible for the candidate experience?**

It is not just the responsibility of HR; **everyone involved in the recruiting process adds value to the candidate’s experience.** A Presiding Officer, will want to promote CSU, the work area and the experience that the candidate can expect to have if successful in gaining the role. The selection panel will want to ensure that the short listing and interview process is fair.

**How do I go about providing a positive candidate experience?**

Treat candidates as professionals. You can do this in the following ways:

### Prior to selection:

- Responding to candidate enquiries throughout the process promptly and courteously.
- Keeping them informed; if there is a delay of any kind let HR know so that candidates can be advised.
- Respecting the time and the effort people put into their application and the time taken to attend the interview.
- Considering how the interview will be structured. For example, if a presentation or task is to be included, the candidates will need to know to expect that at the time they are contacted for interview.
- Understanding that not everyone can be flexible at short notice to attend an interview. Ideally candidates should have a minimum of one week’s notice to attend their interview and the panel may need to consider interviewing a candidate outside the originally specified time. Remember you are aiming to recruit the best person for the job – not the most available candidate.
- Prepare questions – you can do this in consultation with other panel members, or individually.
- For some positions and in cases where candidates have travelled you may want to offer a tour of the campus/work area at the conclusion of the interview.

### At interview:

- Ensure that the interview room is clean and tidy.
- Organise someone to meet and greet candidates on arrival. Have water available.
- Provide an overview of how the interview will be structured.
- Inform the candidate of organisational benefits such as work/life balance, job sharing, flexible arrangements, childcare, gyms etc.
- Ask questions which encourage open discussion between the panel and the candidate.
- Use best practice interview techniques and making the interview a conversation between equals.
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- Make eye contact and be interested in what the candidate has to say.
- Ask for permission to contact the candidate’s referees.
- Provide an overview of realistic timeframes for advising the outcome of the interview.
- Thank the candidate for the time they have taken to prepare their application and for attending the interview.

### Following interview

- Conduct referee checks in a timely manner.
- Contact your HR Liaison representative to confirm if/when it will be appropriate to speak with unsuccessful candidates to advise the outcome. This provides an opportunity to give honest, positive and constructive feedback that is much more genuine than a standard email or a call from a HR representative that they have never met.

### Successful candidate

- Contact your HR Liaison representative to confirm when it will be appropriate to speak with the successful candidate to make an offer of employment.
- Contact the successful candidate prior to their start date to advise arrangements for first day.

### Related Information


### Further Details

- Contact your HR Liaison Officer [http://www.csu.edu.au/division/hr/about-hr/hr-contacts](http://www.csu.edu.au/division/hr/about-hr/hr-contacts)