

Tourism NI Staff Recruitment Checklist

Area	Action	Notes/Sources	Complete	Date
1. Define the role	<ul style="list-style-type: none"> • Complete a job profile: <ul style="list-style-type: none"> ○ Essential skills/qualifications ○ Desirable skills/qualifications • Set out job priorities and objectives • Confirm the hours • Confirm the salary range and bonus arrangements (if any) • Confirm the working patterns and location • Identify the ideal candidate profile • Develop a draft contract (6 months' probation) 	<p>https://www.nibusinessinfo.co.uk/content/employment-and-skills</p> <p>Top 10 hospitality and tourism soft skills</p> <ul style="list-style-type: none"> • Customer service skills. ... • Networking skills. ... • Communication skills. ... • Flexibility skills. ... • Organizational skills. ... • Language skills. ... • Commitment. ... • Can-do attitude. <p>(Source: https://hospitalityinsights.ehl.edu/top-10-soft-skills-hospitality-tourism)</p>		
2. Review Employment Law	<ul style="list-style-type: none"> • Check out high level employer duties • Understand key responsibilities and legal obligations plus employee rights • Understand National Minimum Wage rules 	<p>https://www.nibusinessinfo.co.uk/sites/default/files/invest-ni-employers-handbook.PDF</p> <p>https://www.nidirect.gov.uk/articles/national-minimum-wage-and-living-wage</p>		
3. Agree the recruitment process	<ul style="list-style-type: none"> • Develop the job advertisement (sell your organisation) • Develop the application process – form/CV etc. 	<p>https://www.nibusinessinfo.co.uk/content/employment-and-skills</p>		

Tourism NI Staff Recruitment Checklist

	<ul style="list-style-type: none"> • Identify the recruitment channel: <ul style="list-style-type: none"> ○ Direct /open ad ○ Recruitment agency ○ Social media ○ Graduate placement or apprentice (Colleges) ○ Informal approach 			
4. Start the recruitment process	<ul style="list-style-type: none"> • Confirm the interview: <ul style="list-style-type: none"> ○ Panel ○ Venue ○ Questions ○ Scoring matrix 	<ul style="list-style-type: none"> • Prepare the questions in advance and ask all interviewees the same core questions so you can compare • Use a scoring matrix based on the essential and desirable criteria 		
5. Sift the candidates	<ul style="list-style-type: none"> • Sift the candidates – those who meet agreed criteria • Contact candidates re interviews and advise those not making interview 			
6. Interview the candidates	<ul style="list-style-type: none"> • Finalise interview questions and scoring matrix • Interview all candidates • Rank all candidates 			
7. Appoint the successful candidate	<ul style="list-style-type: none"> • Contact top ranked candidate and offer job • Agree terms – salary/working hours/annual leave etc. • If not accepted, work through second ranked etc. 	<ul style="list-style-type: none"> • Engage a solicitor or outsourced employment body for contract if necessary • https://www.nibusinessinfo.co.uk/content/recruiting-staff-fixed-term-contracts 		

Tourism NI Staff Recruitment Checklist

	<ul style="list-style-type: none"> Develop/issue contract (zero hours or fixed term) with start date 			
8. Finalise pre-start issues	<ul style="list-style-type: none"> Ensure working location set up and ready Finalise induction/training process Prepare customers/staff etc. Set up interim review process re performance against agreed objectives – monthly/quarterly Register as an Employer for HMRC PAYE Set up payroll (internal or external processing) 	https://www.gov.uk/register-employer		
9. Complete post-start issues	<ul style="list-style-type: none"> Complete induction Monitor work Provide feedback 			
10. Manage performance	<ul style="list-style-type: none"> Quarterly performance reviews Feedback 6 months' probation assessment 			
11. Develop performance	<ul style="list-style-type: none"> Training & Development plans 	Tourism NI Enterprise Development Programme: https://www.tourismni.com/build-your-business/opportunities-campaigns/help-to-grow-your-business/		