

8 helpful steps to hiring.

So it's time to hire your first team member – exciting! But as with all things in business, there's a right way and a wrong way to do it. To help you find the right person for the job and get them off to a great start, follow our easy to use guide.

1

Identify skill gaps.

- Self-assess: what are your current skills and strengths?
- What skills will you need to meet the current and future needs of the business?
- What's missing? The answer may not be what you expect, so it's worth taking the time to think strategically and, ideally, outside the box.
- Write a detailed job description. This will help clarify the role and can give you useful pointers for advertising and interview questions.

2

Choose job type.

- How skilled is the role and what are the key tasks involved?
- How long will you need the new hire?
- What type of employment arrangement is the best fit - Permanent vs casual vs temporary/contractor?

3

Know your obligations.

- Wages, annual, parental and carer's leave, tax, superannuation and insurance.
- Workplace health and safety.
- Notice of termination.



The definition of 'employee' and 'contractor' can vary from state to state.

4

Write an effective job ad.

- Create a simple and descriptive job title.
- Use clear and personable language.
- Articulate your company vision and values.
- List the traits you require to ensure a good fit with your values.
- Include required vs nice-to-have skills.
- Make sure grammar and spelling are perfect.
- Mention salary range*.



*Job ads that mention salary attract up to **30% more applicants** (PayScale).

5

Review resumes.

- How do their skills and qualifications match up?
- Could any 'missing' skills be easily developed? Through training, for instance?
- Do their recent positons/projects reflect the level of experience you need?
- Have they taken the time to customise their application to your hiring criteria?
- What value did they add in their former/current role?
- What does the language they've used say about them?
- Are there any red flags? Sloppy errors, big gaps in their work history, for example?
- Call shortlisted applicants (don't email) and schedule an interview.

6

Create a final shortlist.

- Review all your interview notes.
- Put applicants who don't match up to one side*.
- Re-check remaining candidates against your hiring criteria.
- Focus on must-have capabilities, cultural fit and motivation.
- What else can they bring to the role?
- Decide if psychometric testing is necessary.
- Check references – call at least two for each candidate.



*Remember to follow-up with unsuccessful candidates to let them know you won't be offering them the role.

Tips for an effective interview.

- ✓ Open by asking what attracted them to your business. Have they done their homework. Do their goals and values align with yours?
- ✓ Check off their skills/experience and seek out evidence of relevant career achievements.
- ✓ Try to uncover behavioural traits. For instance, you could ask them to describe a major challenge and how they overcame it. Are they confident enough to show vulnerability?
- ✓ Note non-verbal cues – eye contact, body language, disposition (a sense of humour is always a plus).
- ✓ Ask if they have any questions or concerns about the position.
- ✓ Create moments to 'sell the role' and the opportunities you're offering.
- ✓ Outline the next stage in the process.

8

Get them off to a great start.

- First impressions matter, so make sure they feel welcome on their first day.
- Provide a workspace and essential job items, e.g. laptop, phone, uniform.
- Set clear goals and expectations (but go easy in the first week).
- Provide adequate training/mentoring.
- Schedule regular catch-ups to check how they're going.

7

Make an offer.

- Contact them promptly by phone.
- Follow up in writing with a letter or email of offer.
- If they accept, inform them about their start date and time, and keep selling the dream about their place in the business and your aspirations for them.



Speed is key: **Over half of Australian employers have lost a great candidate because of a slow hiring process** (Robert Half survey).

Let's be honest.

Adding staff to a one-person business is daunting. But with the right research, diligence and introduction to the company, you'll be able to hire and build a fantastic team that gets your business growing.

Help when
it matters

