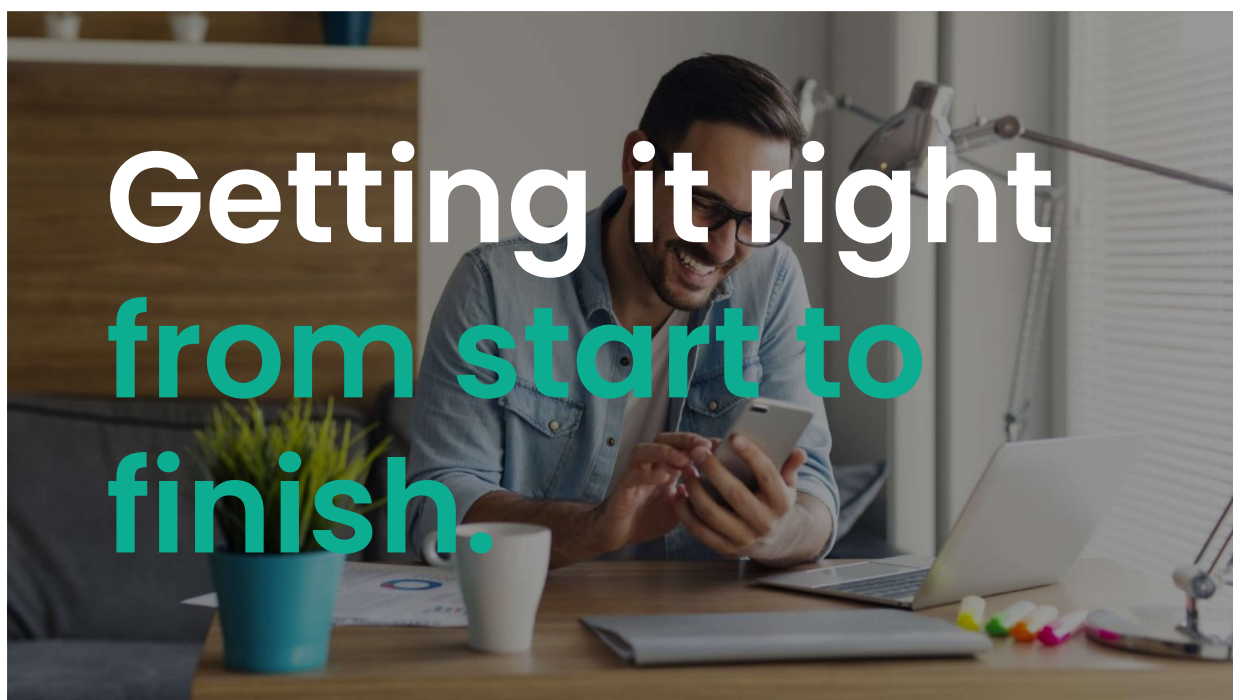




officeangels  
AN Adecco BRAND

# Digital Hiring & Virtual Onboarding

Adding value to  
your world of work



# Getting it right from start to finish.



Since our last update in April 2020, the world of work has continued to change, but one thing is for certain – remote working is set to be around for a while.

Companies are still continuing to hire, but are now offering a hybrid of remote working and in-office options, with some roles being completely remote, which means that getting your digital hiring & virtual onboarding process right is still as important as ever.

From our own Labour Market insights data, **job postings for remote roles has risen 120% since January 2020.**

**To attract the best talent** to your business, your digital hiring & virtual onboarding **employee experience needs to be as seamless as possible.**

**With more and more remote roles being posted, those companies who have the ability to hire digitally and onboard new employees virtually, will more than likely attract the best talent to their business.**

Luckily, modern technology has made this a lot easier, and so whether you're hiring for people to start in an office, or if you want them to start from home straight away, we've put together some tips and insights we hope can help you.







# Refining your digital hiring process.

**In the current climate, the traditional in-person interview is now often not an option. So how can you overcome these challenges, and still hire the right people you need for your business?**

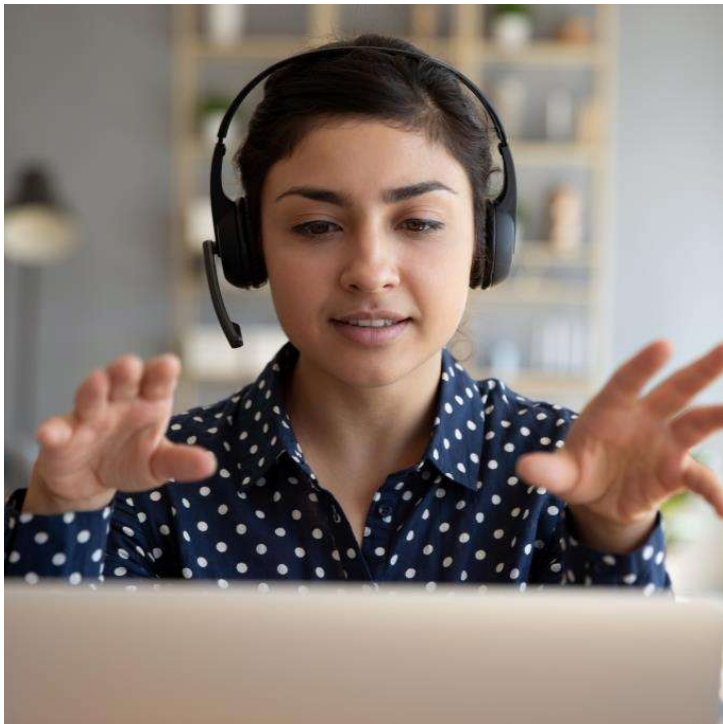
With the advancement of technology, it is now easier than ever to move your hiring process to become more digital, but you will just need to consider the following things before you start:

## Type of candidate

You will need to be specific about exactly what you want from a candidate, especially if you are to start them working remotely right away. It is likely that they will need strong communication and organisation skills, together with the ability to work on their own, and to manage their time efficiently. They may also have to be more IT proficient, especially if they will not have the usual access to on-site IT support. Office Angels, for example, can provide pre-screening personality tests or other skills-based testing, to make sure that you're hiring exactly the candidate that you need.

## Review the job description

It may also be necessary to review the job description, to make sure that it is in line with the way your business is working now. You will want to be honest and realistic about what you can offer the candidate, and what the role will entail.



## The interview process

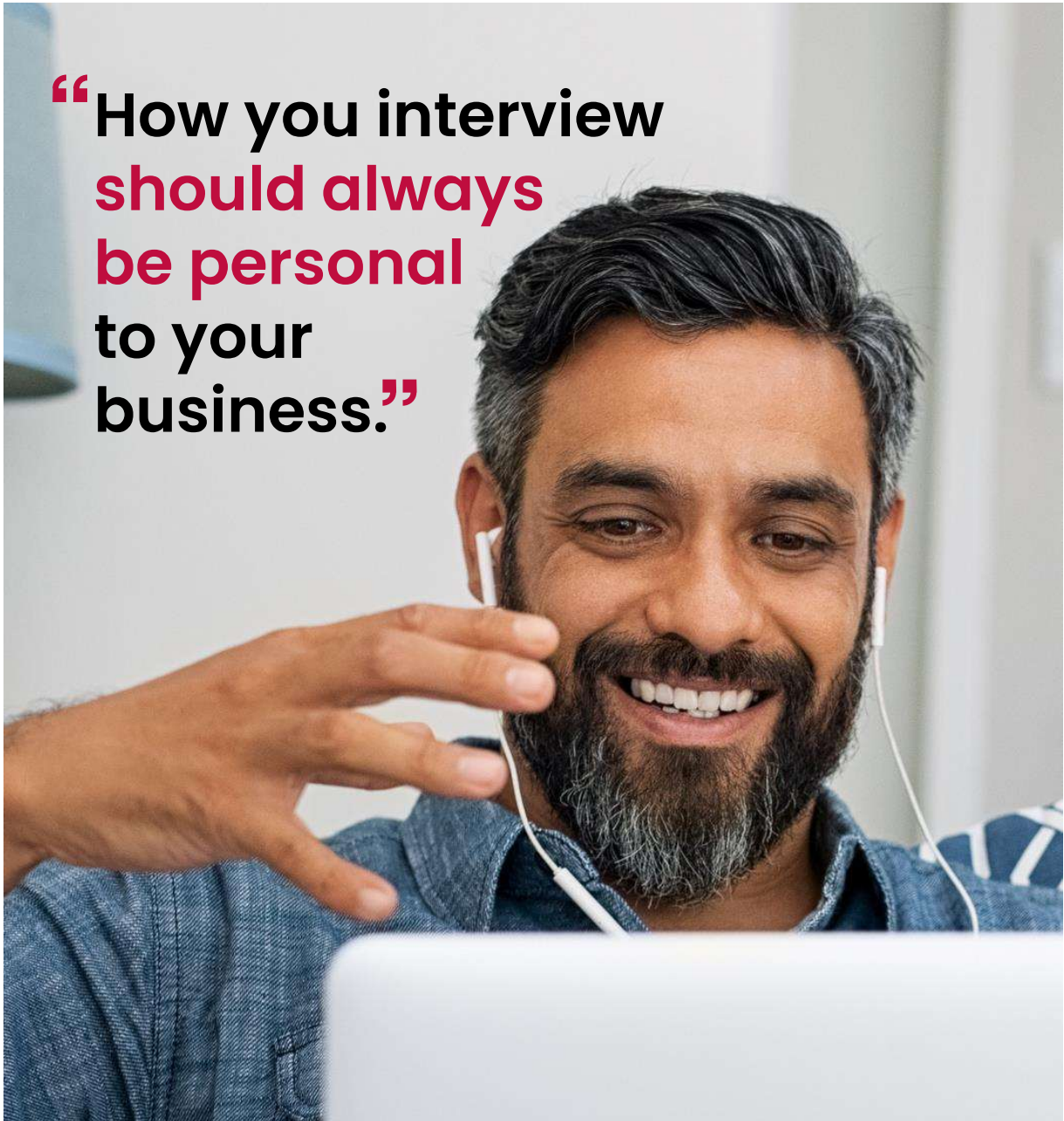
Your interview process may have traditionally looked like this:

1. Recruitment Consultancy engagement
2. Review of shortlisted CVs
3. Phone interviews
4. Face to face interviews

**With digital hiring, it is suggested to have something that looks more like this:**

1. Recruitment Consultancy engagement
2. Review of video introductions with CV
3. Group video interview
4. 2<sup>nd</sup> Interview – one to one solo

**“How you interview  
should always  
be personal  
to your  
business.”**

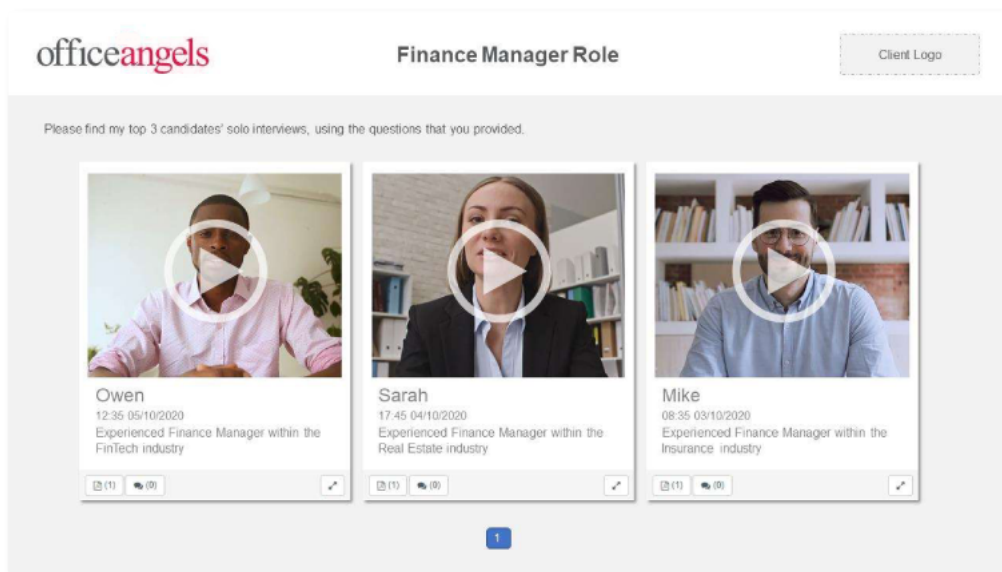


**How you interview, whether digitally or otherwise, should always be personal to your business, and is something that can be developed and refined as you become more familiar with what works, and doesn't work, for you and your company.**

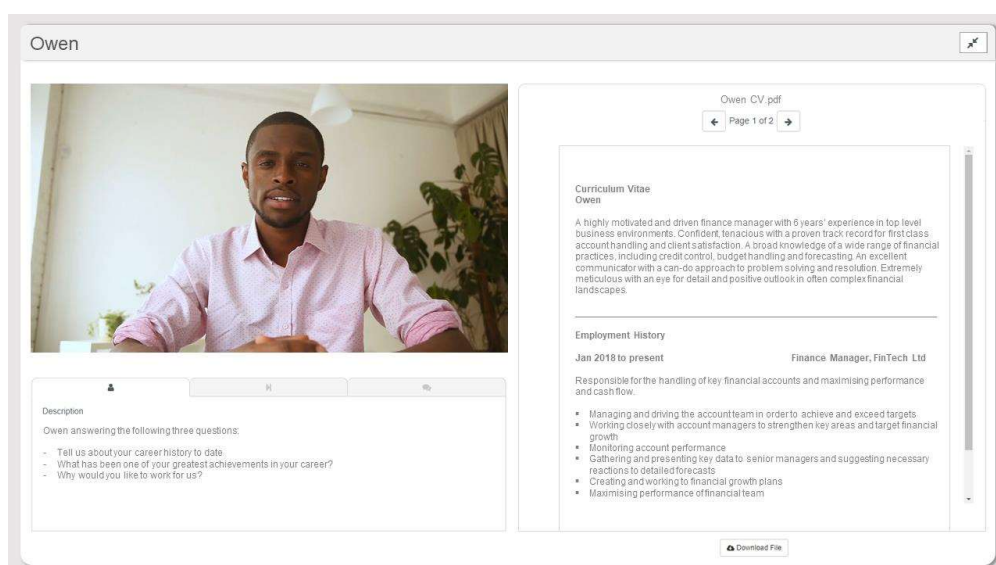
Learning to tailor your interview process is important, so don't be afraid to ask for feedback when you start hiring digitally, as it shows that you want to improve and develop as a company to potential candidates.



Office Angels has its own Digital Video Meeting & Interview Software that can help you with your digital hiring process, from pre-screening candidates' CV's, reviewing pre-recorded candidates' interviews with questions of your choosing, to arranging and hosting video interviews where you can interview candidates and review their CV at the same time, allowing you and your business to stand out and look professional.



*Office Angels' shortlisting functionality puts all prospective candidates' introduction videos & CVs in one place.*



*Candidates' CVs can be reviewed whilst also watching their introduction video.*



## Top Tips for Video Interviews

As with face to face interviews, the same generic rules exist for video interviews, whether you're in a meeting room or living room.

- Make sure you're in a well lit environment, and that the light is not blocking your face
- Minimise any distractions (mobiles off, pets and children elsewhere)
- Check your tech is working beforehand, and always turn your camera on for a more personal touch
- Body language is still key, so remember to sit up, retain eye contact, and don't overdo hand gestures
- Make sure to let your candidate know what is expected regarding dress code





**You've found the perfect candidate, and they can start immediately, but everyone is working remotely. How can you provide a great onboarding experience?**

Making newcomers feel welcome and comfortable, as well as motivated to join, is a very good reason to enhance your onboarding. Don't wait until their first day; take the opportunity to make them feel welcome and valued from the moment you offer to them.

### **On acceptance of an offer**

Some element of paperwork is unavoidable, but that doesn't mean you have to think in terms of actual "paper". Consider using a certified electronic signature tool, which is legally binding.

### **Arranging IT equipment in advance**

A lot of companies have recently been shipping out laptops, phones, and any other IT equipment needed, to new starters at their homes, so that they are ready for their very first day. They have also been storing their IT "How To" documents digitally, and sending these ahead of new starters' first days, so that they have all of the information to hand.

## Pre-boarding

There are many advantages to refining your pre-boarding process. On the first day, or even before your new employee starts, we recommend booking in a welcome call, ideally via video. This is key to making someone feel valued and a part of your organisation from the start. If you are the Hiring Manager, then this should be you, with possibly an HR representative to talk about generic company policies and processes.

We also recommend a welcome email which includes some (or all) of the below:

- An itinerary – even if that's only for first few days. It's key to help your employee settle into their role and familiarise themselves with their day-to-day tasks.
- Contact details – key people, line managers and HR.
- Your business handbook or early access to your employee intranet (potentially just key areas) enabling your new starter to access your culture, vision and values.
- Provide FAQs – answer some of the core questions – expectations, both for working remotely and when back in the office, common benefits, working hours, dress code etc.

## Conclusion

**Whatever you decide to do with your digital hiring or virtual onboard processes, just make sure you're providing support and connection. Here are the key pointers for taking it to the next level:**

- ☐ Don't wait for contracts to be signed to start thinking about onboarding – the best onboarding starts when you write the role description
- ☐ Prioritise the employee experience
- ☐ Keep it simple and make sure it is clearly communicated
- ☐ Personalise the experience as much as possible
- ☐ Ask your new starters what they thought and continue to improve

## Onboarding checklist for remote employees

### Checklist

- ☐ Order necessary equipment or tools required- laptop, mobile phone, printer
- ☐ Set up necessary accounts for key IT systems, such as – email, CRM, cloud storage access
- ☐ Set them up on HR or payroll systems
- ☐ Determine Wi-Fi needs. Will your employee have sufficient connection, or will they require VPN access?
- ☐ Communication channels (e.g. Skype, MS Teams, Slack)

### Things to consider

- ☐ Do you already use services that will allow your internal teams to remotely access essential tools and applications etc? This can also really enhance the process.
- ☐ Can you synchronise passwords to avoid the burden of remembering multiple logins and password?
- ☐ Don't assume that you employee will know how to use all of your products. Book software inductions and offer training.
- ☐ Intranet – do you have everything under one roof, that's easy to navigate?

### Employee policies

Make sure you provide the following:

- ☐ Employee contract
- ☐ Key HR Policies
- ☐ Benefits and how to access them