

# Your Recruitment Journey

Becoming a CS24 Hero



You may ask yourself what happens with your application once you have emailed it to us. What will your interview be like?

What will be required from you before you join us as a CS24 Hero? We are here to answer your questions and to guide you through your recruitment journey with CS24.

**“Heroes are made by the path they choose not the powers they are graced with.”**

## Your journey starts here



### CV/Application received

**Good work!** – you applied to become one of our CS24 Heroes. We will now start the process by reviewing your application. Rest assured, we thoroughly review all applications we receive, however due to a high volume of applications we are unable to contact every applicant and therefore only selected potential Heroes will be contacted.

So, if you are one of them our friendly recruitment team will try to contact you via phone, email, or text. We do our best to contact most of our applicants within 24 hours so please stay by the phone and check you emails (including junk). We are persistent, so if you don't answer our call or email straight away, we will try again the day after and the day after that. If we have been unable to contact you for 3 days your journey to being a Hero will have to stop there we're afraid.



### Telephone/ZOOM interview

**Congratulations!** You're on your way to Hero status. We have contacted you and now we are able to discuss the position you have applied for in more detail. We can now answer any questions you might have. But we will also make you aware of our expectations from all potential CS24 Heroes.

If we like each other and we feel you have a potential to become one of our Heroes, we will invite you for a face to face interview at our offices. Our invitation will be confirmed via email. We will attach our Application Form, Applicant Guide and Job Description to the email, and we will expect you to complete these documents and bring them with you for your face to face interview.

Please don't worry if you are unable to complete these forms for any reason before your interview, we can give them to you after your interview allocating time for you to complete them in our office. Please note, we will have to make sure that we have your full employment history and details of your referees. You can find more information about this on our website.



### Face to face interview

**Welcome!** It is lovely to finally meet you face to face. Usually, at the beginning we will go through the documents we emailed you to ensure we have all the information we require. We will then start the interview asking you some questions. Please don't worry about this too much, it's not an exam. It is simply our way of finding things out about you, your knowledge and previous experience and whether you share our HERO values. We will help you to get through this, and if we have to rephrase some tricky questions or allow you extra time to answer – we have time and we are here just for you. At the end of your interview we will give you some time to ask us your tricky questions and we will answer them all as clearly as possible.

One last thing, for your face to face interview you will need to bring, your passport (or birth certificate), a bank statement (dated no older than 3 months ago) and your driving licence (or other photo ID).



### Successful applications

**Nice one!** You have done it! You have been successful during your interview and we are happy to offer you a position with CS24 and now you are on the right path to become one of our Heroes. We will call you obviously to tell you the news, but later we will confirm our offer in writing (email or letter). Please remember our offer will be conditional, subject to an initial probationary period of 6 months, satisfactory references, medical questionnaire, and DBS disclosure check.

If you are unfortunately unsuccessful in your application, sorry but you will not be on your journey to become our CS24 Hero at this time. We will let you know by email and wish you all the best in your job search.



### Background checks

**Our turn!** Firstly, we will apply for your references, and if we need your assistance with this, we will contact you and let you know.

Then, we apply for your Enhanced DBS check if you don't have one already with the Update Service. You can find more information about references and DBS check on our website.



### Booking Office Induction

**Well done!** You have completed your recruitment process and we are proud of you. Now the fun part can start – you can finally be a CS24 Hero! We have everything we need to book you for your office induction, and you will finally meet your future managers and fellow Heroes. We will call you to arrange a suitable date and time and we will email you confirmation as well. The email will also include the login details to Social Care TV – our training platform. If possible, please start your Hero training before your office induction. We will also email you our Carer Journey, so you know what to expect when you finally join us, and our Carer Journey can also be found in our Hero Handbook.

*Thank you very much for your journey so far with us. It was great to get to know you. If there is anything else we can do for you in the future, you know where to find us.*

*Welcome on board!*

*CS24 Recruitment Team*

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#### Questions?

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