

Case Study

George House Trust Advice on Recruitment Process

George House Trust is the second oldest HIV charity in the UK and the largest voluntary sector HIV agency outside London. Launched in July 1985, GHT provides support services to over 2200 people living with HIV, their carers, partners and families across the NW. The overall aim of GHT is to provide the best quality of life to people living with or affected by HIV.

The charity has limited in house HR expertise and needed support in the recruitment process for a new Chief Executive. They requested help in developing their selection process and coaching managers and trustees in interview skills. They also sought a volunteer's help in reviewing some of their policies and processes. Katherine Moulder, the Director of Finance and Operations, was full of praise for the input given by Jessica Jones, Cranfield Trust volunteer:

"The support that we received from Jessica, our Cranfield Trust volunteer, was invaluable throughout our process of recruiting our Chief Executive. As a small charity we don't have any dedicated HR resource so approaching a vital recruitment like this was a daunting prospect for us. Jessica brought expertise, clarity and structure to the recruitment and very quickly gained respect and credibility with our staff team.

With Jessica's support we made a number of changes to our recruitment process including rewording of our advert, updating our application form and utilising a competency framework throughout the recruitment. The end result has been the appointment of a fantastic new Chief Executive, great feedback on our process from all the candidates, and improved recruitment and general HR skills within our staff team. Without the support of our Cranfield Trust volunteer we may well have not attracted the high calibre of applicants that we did or been able to present such a professional recruitment process to candidates. Thank you to Jessica and The Cranfield Trust for all the support!"

The Cranfield Trust volunteer, Jessica Jones, also felt that she gained from working with the charity, and stated:

"I found this a thoroughly enjoyable experience that truly highlighted the benefits that The Cranfield Trust can bring to small organisations. Well done to all those at The Cranfield Trust and those at the George House Trust who clearly do a fantastic job and add huge value to people's lives."

In terms of the project process, Katherine from George House Trust commented:

"It has all been very helpful, from the first conversation with Amanda (*Tincknell, Cranfield Trust Chief Executive*), the support from Lara the Project Manager and subsequently the support from a recruitment expert as a volunteer. I was also incredibly impressed by the speed in which The Cranfield Trust was able to react and place a volunteer with us as we had a very time critical project."

