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**To: The Finance and Corporate Services Scrutiny Board (1)**

**Date: 10/03/2020**

**Subject: Recruitment Applicant Tracking System (TribePad)**

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## **1 Purpose of the Note**

- 1.1 To update the board on the progress being made with the implementation of a new Applicant Tracking System (ATS) which is to be used across all Council recruitment. This will include details around the rollout, training and future development of the system.

## **2 Recommendations**

The Finance and Corporate Services Scrutiny Board (1) are recommended to;

- 2.1 Note the changes made to the ATS used by the Council and the changes made to the candidate application process including the introduction of anonymous recruitment.
- 2.2 Make any recommendations to the Cabinet Member on the future use of the system.

## **3 Information/Background**

- 3.1 **Selection of TribePad ATS** – The system was selected following a procurement tender process which evaluated the systems capabilities to;
- Meet mandatory requirements to serve as an online advertising and application portal for candidates.
  - Enable the anonymisation of candidate applications to support the corporate Equality, Diversity and Inclusion strategy.
  - Facilitate the online shortlisting and recording of candidate applicant data.
  - Co-ordinate interviews, including the online booking and ability for candidates to self-serve on arranging interviews.
  - Comply with all relevant legislation including; General Data Protection Regulation 2018, Disability Equality Duty of the Equality Act 2010 and ISO 27001.
  - To provide a reporting solution to assist the creation of key HR reports.

The TribePad system was one of 6 tender responses received and following evaluation scoring of mandatory and desirable functional requirements, the assessment of a full system demonstration and consideration of the costs of a 3 year contract the TribePad solution was scored highest and selected as the vendor of choice.

- 3.2 **Other TribePad Users** – TribePad have a diverse customer base covering multi industry. This includes users from other Public Sector authorities such as; Surrey County Council, East Sussex County Council, Brighton and Hove City Council and the BBC. Private sector clients include; Selfridges, Tesco, BUPA and Shoosmiths.
- 3.3 **Rollout Timescales** – The Recruitment & HR Digital Team have undergone a 14 week implementation plan which led to a system launch date of 5<sup>th</sup> March 2020. The implementation covered the design, build, configuration and testing of the system including User Acceptance Testing which was completed using a mixture of hiring managers from across the Council. Also covered through implementation was a plan for the cessation of TalentLink (the incumbent system supplier), creation of both digital and video guidance and the creation of a full user training plan.

There will be a subsequent 6-9 month period required of system optimisation whereby processes and system functionality is to be refined using data collected by the system. The reporting functions of the system will continue to drive the continuous improvement of the system.

- 3.4 **System Training** – A training plan has been designed which will be phased across a period of 3 months for existing hiring managers. An initial cohort of 175 managers have been identified as being either;
- a) Currently undergoing the approval to recruit to a post.
  - b) Recruit frequently and consistently with a steady volume.

These managers will be trained within 2 weeks of the system going live in a face to face session consisting of no more than 8 delegates. The remaining recruitment managers have been invited to sessions which go through to the end of April.

A number of drop in and floor walking sessions are planned for managers to be able to have access to the Recruitment Team to answer queries. There has also been the creation of a functional mailbox dedicated to answering queries on the system and providing dedicated support.

All new managers to the system will be filtered into system training as part of their new managers induction which has been created by the HR Organisational Design Team.

- 3.5 **Integration with HR Systems** – The TribePad system can integrate with a Zellis Human Resources Information System such as ResourceLink. At present the integration is yet to be completed and information is processed into the ResourceLink system via an external feed. It was decided not to proceed with the integration at the time of implementation due to an ongoing upgrade to the ResourceLink system. This is a project which will be considered as future development work.

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