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### **“The recruitment process is fundamental to the Trust’s capacity to deliver patient care.”**

When discussing recruitment at their respective Trusts, Senior NHS Executives in general, and HR Directors in particular, are often heard to quote the above statement or something very similar. Unfortunately however, it is usually delivered as the result of significant frustration in dealing with what is probably become one of the longest and most complex back office processes in the NHS.

It is several years since Stepchange conducted its first recruitment process transformation project in an NHS Trust and, although some of the tools and techniques have now been improved and optimised, the methodology and approach employed remains as effective now as it was then.

From the experience and knowledge of many such projects, Stepchange has gained an unrivalled understanding of the recruitment processes in NHS Trusts. This white paper has therefore been published in order to offer assistance and guidance to HR Directors who are seeking to improve, optimise and ultimately transform their recruitment processes.