



Permanent Recruitment

Standard **Terms of Business**

Retained: 13% of the total full-time salary package (salary + super + allowances) + GST

- ☐ Initial commencement fee of \$1,500 + GST invoiced upon the authorisation of terms (non-transferable)
- ☐ Remaining balance invoiced upon the offer and acceptance of successful candidate
- ☐ Cancellation fee of \$2,500 + GST
- ☐ Fee for part-time position is calculated based on the full-time salary equivalent and includes all benefits and allowances

Contingent: 15% of the total full-time salary package (salary + super + allowances) + GST

- ☐ Full fee invoiced upon the offer and acceptance of successful candidate
- ☐ Fee for part-time position is calculated based on the full-time salary equivalent and includes all benefits and allowances

Advertising & Additional Charges

SEEK Advertising: \$395.00 + GST per advertisement

- ☐ Expertly crafted job advertisement posted as a Stand-Out advertisement on Seek
- ☐ Job advertisement posted to Mansfield & Co website and social media

LinkedIn or Additional Social Media Advertising Campaign

- ☐ Additional advertisement available and charged to the client at cost
- ☐ Recommended LinkedIn advertisement campaign of \$200 + GST
- ☐ Recommended Facebook and Instagram campaign of \$200 + GST

Profile Testing & Additional Background Checks

- ☐ XREF background checks included in standard fees
- ☐ Additional profiling and genius testing available and invoiced at cost

Payment Schedule

Commencement Invoice

- ☐ \$1,500 + GST Commencement Fee
- ☐ \$395 + GST Seek and advertising charges

Note the commencement fee (when advertising is included) must not be sent until the SEEK advertisement has been authorised and posted.

Other Items

Additional charges including advertising and profile testing are invoiced when incurred (no earlier than the commencement invoice) and may be included in final invoice.

Final Invoice

Placement invoice is sent following the offer and acceptance of the successful candidate where confirmation has been received.

Invoice must include:

- ☐ Candidate Name
- ☐ Position Title
- ☐ Commencement Date
- ☐ Replacement Guarantee Period
- ☐ Paid or unpaid status of commencement invoice

Replacement Guarantee

Mansfield & Co Recruitment will endeavour to source a replacement candidate for no additional recruitment fee should the placed candidate leave their employment or be terminated within 3 months of commencement.

The replacement guarantee is valid provided

- all invoices are paid within the payment terms – 14 days from date of invoice; and
- the Candidate is not made redundant during this period; and
- the work the Candidate is required to perform has not substantially changed from the original agreed job description.

Replacement Terms and Conditions

- The Guarantee Replacement is effective from the date of the successful candidate's commencement for a period of 3 months.
- Additional costs (such as advertising and candidate testing etc.) agreed with the Client and incurred by Mansfield & Co Recruitment will be invoiced to the Client.
- One Guarantee Replacement applies for each permanent placement (i.e. there is no Replacement Guarantee on a replacement Candidate).
- The Guarantee Replacement may be held as a credit. However, this credit must be used within a 6-month period and is valid only for the original position.
- This Guarantee Replacement does not apply if the candidate leaves or is terminated as a result of the following events
 - the employer introduces mandatory COVID-19 vaccination requirements for all staff, and the candidate is unwilling or unable to comply with those requirements; or the Government or another regulatory authority issues a direction for mandatory COVID-19 vaccination which affects the candidate (either generally or specifically for the industry in which the candidate works) and the candidate is unwilling or unable to comply with that direction.

Permanent Recruitment **Service Standards**

Communication Principles

- ☐ General principal to respond to all enquiries within 24 hours
- ☐ If you have a planned absence or day off, make sure your client has an additional contact point for the period and someone has been appropriately briefed

Company Contacts

- ☐ Minimum communication of at least twice per week
- ☐ Follow up with a phone call after interviews

Candidates

- ☐ Candidates met face-to-face are phoned to provide updates on their application progress
- ☐ Applicants who are progressing are regularly updated at least once per week
- ☐ Follow-up on the same day as a candidate's interview with a client
- ☐ ALL candidates notified of application outcome at the end of search process

Consultation

- ☐ Schedule immediate face to face meeting with prospective client
- ☐ Email flyers prior to meeting
- ☐ Obtain copy of the Position Description
- ☐ In-depth discussion to define the position including:
 - ☐ Role requirements
 - ☐ Expectations
 - ☐ Experience required
 - ☐ Salary
 - ☐ Employment conditions
 - ☐ Start date
- ☐ Understand key search priorities and establish client's ideal candidate
- ☐ Establish expectations regarding timeline and communication

Issue Proposal / Terms of Business

- ☐ Proposal prepared and sent no later than the morning following meeting
- ☐ Define recruitment strategy including advertisement (and timeline for executive)
- ☐ Highlight relevant recruitment experience
- ☐ Issue PDF copy of Proposal to client via JobAdder

As soon as terms have been authorised, an immediate brief should be sent to the copywriter and a welcome email sent including details about what the client should expect (example included).

Copywriting & Job Advertisement

- ☐ Immediate brief with copywriters to draft advertising copy when proposal authorised
- ☐ Publish job advertisement on Seek within 24 hours of accepted proposal
- ☐ Ensure if you are absent or away the copywriter has an additional point of contact, and someone can communicate with the client to swiftly have the advertisement posted
- ☐ Job details shared and posted to the Mansfield & Co website and social media
- ☐ LinkedIn and Facebook advertising scheduled where needed

Candidate Search

- ☐ Prepare interview and screening questions
- ☐ Job applications reviewed and screened upon receipt
- ☐ Extensive candidate search across our candidate database, LinkedIn and Seek Talent Search is to be conducted for every role to source passive candidates
- ☐ Undertake initial telephone screen to determine if candidates meet agreed selection criteria
- ☐ Promptly respond to candidates and arrange for acceptable time to meet face-to-face
- ☐ Meet each candidate face-to-face at our Office or suitable venue such as a café (see Expense Reimbursement Policy)
 - ☐ Online interviews should only be conducted as a last resort or when recruiting interstate roles

Presentation of Shortlisted Candidates

- ☐ Candidates are short-listed for presentation to the client
- ☐ All candidate profiles must be presented with the Candidate Resume Cover Page including salary expectations and availability. Contact details and references must be removed from the CV and reformatting may be required for presentation.
- ☐ Email to client in PDF format

Client Interviews

- ☐ Consultants liaise with the client and candidate to arrange interviews with the client
- ☐ Provide written confirmation to both the candidate and client of meeting times and locations
- ☐ Candidates contact details are not shared unless necessary
- ☐ The client and candidate are phoned following interviews for feedback and to progress candidates to reference stage

Background Checks & Assessments

- ☐ XREF references conducted upon client request with results shared with the client
- ☐ Send PDF of XREF reference to client with analytics (including word count) removed

End of Job Checklist

Following the offer and acceptance of the successful candidate, this checklist will assist in closing off the job appropriately.

	Every unsuccessful applicant sent a rejection letter
	Interviewed candidates notified of unsuccessful status with a phone call
	Make placement in JobAdder as per Permanent Placement Process
	Submit Final Invoice and Placement Box Request
	Add placement to calendar to check in during their first week and then first month
	Ensure placement box is organised for delivery on the first day or arrange to personally deliver
	Sourcr and feedback has been received (follow-up with phone call when missing)

Notes for the Replacement Guarantee

Where a replacement has taken place, an invoice must be issued to the client with the balance of \$0 to note the start date of the replacement candidate and application of the replacement guarantee as per the previous invoice issued.

This helps to alleviate any concerns or discrepancies and allows us to have an accurate record of any replacement guarantees.

Example of A Welcome Email

Dear Tash,

Thank you for choosing Mansfield & Co as your recruitment partner, we're excited to be working with you for the recruitment of a Human Resources Business Partner.

Here's what you can expect from us:

- ☐ An engaging job advertisement that captures the culture and values of your organisation
- ☐ Regular communication and updates on our progress
- ☐ ALL applicants will be responded to in a timely manner. This is critical to the reputation and employer brand of both our businesses
- ☐ We will only put forward quality candidates who have been thoroughly screened and assessed

To ensure an efficient and successful recruitment process, this is what we ask of you:

- ☐ A timely response to any communication, particularly when provided with a candidate resume to review. With candidates moving so quickly in the market it's important we keep the process moving.
- ☐ Please provide detailed, honest feedback from interviews to assist us in providing you with the most suitable candidates.

I'll be in touch soon with a copy of the job advertisement for you to approve and review.

Regards,

Melanie Mansfield