

ACTIVITY 2.5.1



The best job brokers are those that know the different methods good enough to explain them to potential enterprises recruiting and are able to use both also when contacted by an organization to hire a person. Internal as through their own database and unemployed attending their services, external as collaborating with other agencies or employment fairs. In both cases, always with the aim of finding the right person for the organization and fulfil expectations of both with a good service.

How and when do you think you could:

- A. Attract organizations to use your Job Broker service?
- B. Use external methods to hire the right person for the organization?

Write your opinion here and debate with the rest afterwards:



Position descriptions should be developed or revised each time a position becomes vacant or a new one is created. This is due to the evolution of positions through organisational change.

The job analysis process should be used to inform the development/revision of the position description. Undertaking the job analysis determines the current tasks, capabilities, and key result areas that go to forming the position description.

Key considerations for the development of a position description are to:

- clearly outline the tasks required of the role as determined through the job analysis process
- clearly outline the requisite capabilities as determined by the job analysis process
- include key selection criteria (KSC) that measure the capabilities required for the role in clear and unambiguous language with no jargon
- clearly state organisational values so candidates can self-assess their degree of fit with the organisation
- state whether working with children checks or police checks are required for the role
- state the job outcomes/key result areas in the position description. By doing this applicants are made aware of the success measures for the role and therefore understand what measures they will be assessed against.

A good Job Broker should be able to get all needed information from the employer and write down a profile needed that includes all requirements.

Person-organisation fit is the extent to which an individual's values match those of the organisation. There is no robust measure available to effectively assess an individual's degree of fit with an organisation, although there are methods that may offer some insight as to the degree of alignment. These methods could include:

- clearly stating organisational values or mission statements (where applicable) in the position description, so candidates can self-assess their degree of fit with the organisation
- using behaviourally-oriented interview questions to determine person-organisation fit





- key attributes determined through job analysis can assist in determining the level of fit e.g. the attribute is 'demonstrates a commitment to quality customer service'
- the following behaviourally-oriented interview question assesses the applicant – Please give me an example of a complex client service issue you needed to deal with recently – what was the issue and how did you resolve it?
- asking pertinent reference check questions around an individual's values: Please describe a time when ... demonstrated a commitment to customer service. Was this typical of the way ... dealt with clients?

