



Accessible Recruitment

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Inspiration

Employ Autism training for Academic Engagement Learning Development colleagues



Recruitment -graduate student – fixed term contract

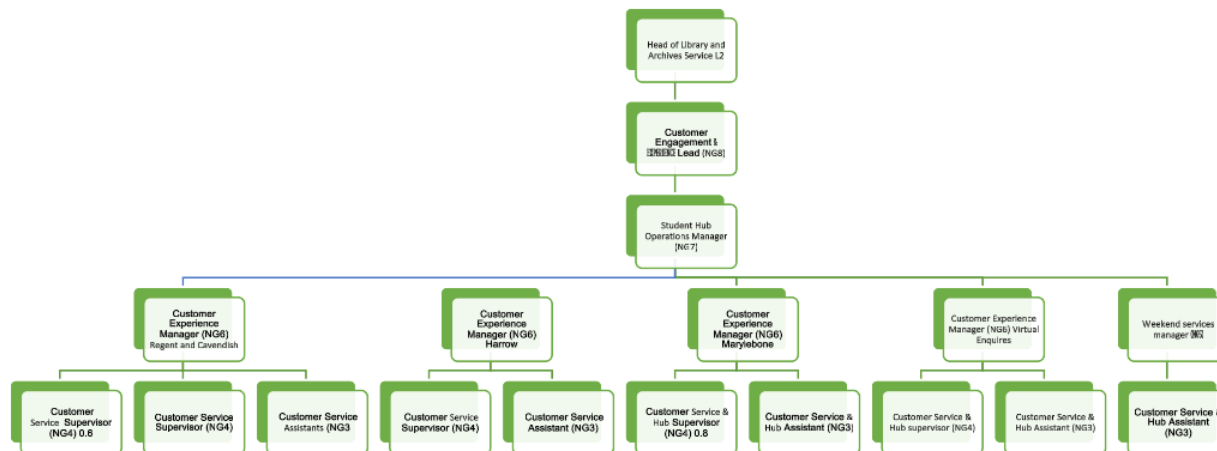


Same graduate student - successful application for a permanent contract – excellent set of skills and confidence in the workplace

Specific approaches

Student Centre Customer Service Team

Team members and structure



- Overview of the team and the post

Specific approaches

The panel



Chair: Sarah Maule
Sarah is the Operations,
Development and Planning Lead



Panel Member: Helen Rimmer
Helen is the Head of Library and
Archives Service



Panel Member: Indu Kuttan
Indu is the Customer Experience
Manager, Harrow Library



Panel Member: Steve Ford
Steve is the Campus Services
Manager, Fitzrovia

- Pictures and information about the panel

Specific approaches

Interview tips

- Please remember to use examples to answer the questions
 - Try to keep your answers succinct and ensure that you are answering the question
 - If possible avoid reading from notes and engage in the answers you are giving
 - Relax and try to remain calm – you can always take a second if you need to
 - Our questions are to help us find out more about you - we want you to do well!
- What to expect from the interview
 - Interview questions
 - A task if appropriate
 - Tips for the interview

Specific approaches

Directions to the interview

The interview will take place at our Marylebone campus. When you arrive, talk to reception and they will let you through the gate so you can go to the library helpdesk which you will find temporarily based on the first floor of the library.

To get there please walk straight ahead as you come through the barriers and turn left after you pass the temporary hoarding (see photo) and walk up the stairs.

The desk will be on your right as you enter the floor (see the last photo below).

Once you have let the library helpdesk know you have arrived you will then be collected.



- Directions with photos

We aimed to :



Make

Make the process as transparent as possible



Support

Support our neurodiverse applicants by giving them information and enabling them to plan and prepare



Make

Make it clear that we wanted applicants to succeed in this process



Put

Put applicants at ease so that they can do their best at interview



Enable

Enable applicants to plan and research their answers (enabling candidates to do their best).

Main ethos in our approach

The interview is not about finding someone who is best at thinking on their feet or answering interview questions

It is to find the candidate who aligns with the needs of the role and the service

Initial concerns and assumptions

everyone will do well,
including applicants who
were not in fact suitable for
the role.

there was also concern that
in giving the questions in
advance candidates could
get help or look up answers
to find what they think we
might want to hear.

Concerns mitigated by

01

Using follow up questions as appropriate which are not given in advance (though candidates are aware this may happen) to probe deeper into answers

02

Having clear scoring criteria and expectations from each question



Interviewing Experience



Feedback
from other
people

Colleague's Experience

Having a brief on four specific questions and three further fields of questioning was useful.

Useful to be prepared with information regarding the new structure of the Student Centre, and the role which I would (prospectively) be playing in this.

The pictures of the panel was helpful because it meant I knew who I was looking for when I arrived.

Outcomes and next steps



Candidates delivered in depth answers which supported us in making more confident choices in who to hire.



Overwhelmingly candidates commented on how the University of Westminster is clearly committed to EDI and compassionate employment, and that candidates would want to continue to explore ways to work with University of Westminster in the future.



Leading the way across the University



Mix of Questions and Themes



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