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1. Introduction

Employment is a very important part of our lives. It is the main brick on which our professional life and career are based. Along with society, employment has changed in time, three employment procedures and steps have become more complex and accurate in order to match the best candidate with the best role and best workplace.

2. Employment: definition

According to the Cambridge Dictionary, employment is "the fact of someone being paid to work for a company or organization" (cit. 01). From this definition we understand that we call it employment any type of activity an individual does for someone else (either person or organisation) in exchange of money, products or services.

The terms and conditions are usually well defined from the beginning of the collaboration between two or more parties with the possibility to get changed during the employment with the approval of all parts or according to the law in urgent cases by only some of the parties without the need of approval from the other parties (for example in case of a misconduct an agreement can fall and cease to exist).

Terms and conditions for the collaboration are initially agreed by all parties under a form of contract which is an agreement that most of the time is written but can as well be verbal as long as all parties can prove the agreement. According to the Cambridge Dictionary, contract is "a legal document that states and explains a formal agreement between two different people or groups, or the agreement itself" (cit. 02).

Employment process is a chain of steps meant to allocate the best candidate for the best role. Hiring can be internal or external. Internal hiring is when a company hires an employee that already works for the company from one role to another. External hiring is when a company advertises a vacant role for candidates that do not work already for the company. Often employers try to recruit internally before trying to recruit externally. The explanation for this is that companies try to take care of the career and professional progression of employees they already have invested into.

3. Job recruitment: definition

According to Indeed Editorial Team on May 29, 2022 job recruitment is "the process of identifying, interviewing and hiring employees for jobs" (cit. 03).

There are a few types of job recruitment, for example:

Internal recruitment: it occurs when the company or organization hires for job openings from already existing employees.

Staffing recruitment: it occurs when the company or organization hires third-party temporary or short-term employees. For example in healthcare when agency staff are required to fill gaps caused by illness or annual leave of permanent staff.

Contingency recruitment: it occurs when the company or organization uses recruitment companies services in order to fill vacant roles.

4. Employment: recruitment steps

Typically the full cycle of recruitment consist in the following steps:

Determine staffing needs: recruitment team and hiring managers work together to identify staffing needs. In order to recruit the organization needs to know exactly the number and the type of vacancies that need to be filled with members of staff.

Write job description: job description consists of a full summary of responsibilities for the position, qualifications and skills required by the employer for the role.

Advertising job vacancy: the organization needs to decide the best ways to advertise its need for hiring. Which platforms and/or ways to advertise. Online? Magazines? Newspapers? Recruiting agency?

Review resumes: hiring managers and recruitment teams know how to analyse a resume quickly and efficiently to avoid waste of time by looking for specific keywords and sections that are important and vital in order to have a candidate that matches the most to the role. Qualifications, skills and location are some of the aspects that HR and recruitment teams look for first of all. A candidate that has good skills in the field and is located nearer is more valuable for employers than a candidate with good skills but located far from the workplace, unless we talk about a remote job role.

Conduct interviews: once the best matching to the role resumes get selected, the next step is conducting interviews. Candidates will be contacted at the contact info from the resumes, usually this happens by email or by voice call to announce to check first of all that the candidate is still interested in the vacancy or if anything has happened and caused a change in the meantime. Once the candidate confirms that they are still interested, a date and time that suits both parts will be decided for the interview. During the interview both parties have the moral obligation to wear decent clothes and keep respectful conduct. Job interviews usually consist of questions from the employers to the employees and vice versa that are relevant for the role in order to get to know each other and make sure that the candidate matches with the requirements for the role and that, at the same time, every aspect is clear to them. Once all the interviews get successfully done the recruiting team decides based on resumes and the interviews which candidate is best to match the role. Once the best candidate gets selected, all the candidates should be contacted, indifferently if the decision is a positive or a negative one. For the candidate that is successful, once they accept the job role over a legal cycle procedures being. In some fields, like for example in healthcare, candidates will be subject to a criminal record check which could be basic or enhanced.

5. Recruitment in the modern age: how technology affected employment

Evolution of technology has changed drastically the recruiting process and hiring process. With new technologies arising and people having more and more access to it, the recruiting and hiring process is faster and more accurate, giving opportunities to find better candidates. In fact most job vacancy advertisements are now posted on online platforms, interviews can be arranged by email and they may even take place online on platforms such as Zoom, Skype or Microsoft Teams with no need to meet physically.

6. Self development: important skills and characteristics employers look for

While there are some skills that are strictly specific for one type of job rather than another such as specialisations and degrees, there are some personal skills and characteristics that all employees should have or develop and that employers look for and appreciate. One example of skill that employers look for is team working which is the ability to work as part of a team. At the same time the ability to work independently and being able to take decisions without depending always on someone else is an appreciated skill. Time keeping, critical thinking and problem solving are as well skills that employers search for in a candidate. While some skills are naturally part of us and mostly common sense, some other skills can be acquired and developed through courses and study.

7. Curriculum vitae: definition

According to the Cambridge Dictionary, Curriculum Vitae or CV is "a short written description of your education, qualifications, previous jobs, and sometimes also your personal interests, which you send to an employer when you are trying to get a job" (cit. 04). Curriculum Vitae comes from Latin and it literally means "course of life" and it is basically a summary of all the characteristics that employers could be interested in such as professional experience, qualifications and skills one individual has.

8. Curriculum Vitae: how to write it

Writing a good CV consists in a few very simple but important steps:

Include the personal contact details: name and surname, mobile phone number, address of email and the post address or only the town or city for basic reference. A candidate can also include the link to an online professional profile so the employer can consider them along with the curriculum vitae.

List the academic history: make a chronological list from the most recent to the least recent of the certificates already obtained. This list can include master's degree, postgraduate programme, undergraduate programme and secondary school certificates. Graduation year must be specified or in case of courses taking place in the present time the anticipated date of the graduation must be specified.

Detail the professional experience: make a chronological list from the most recent to the least recent of the professional experiences acquired. The organisation or the company must be listed, job title or role and dates of starting employment and ending employment as well as the reason for leaving must be specified. Key duties covered while in the role may be added too.

Add relevant skills and qualifications: reading the job description when applying for one is very important. It is strongly recommended to read more times the description of the job

highlighting the most important skills that the employers require from the person applying for the role.

Include list of achievements and awards: in this section the candidate should focus on specifying the professional achievements more relevant in the field of the role they are applying for.

List relevant publications and presentations: the candidate must list articles, newspapers, publications, books and papers they took part in and that are relevant for the role. For publications the author, the book, the volume and the DOI (Digital Object Identifier) number must be specified. For presentations the date, location where it took place and title of the presentation must be specified.

Include professional associations and affiliations: if one individual covers a role within another organisation its name, dates of membership and geographic location must be specified as well.

Add hobbies and interests: At the end of the CV the candidate can consider adding some of their hobbies and interests that are related to the field they are applying to.

Review and modify: the last step to do when creating a curriculum vitae is to review the CV, check for errors of spelling (use of softwares for typos and grammatical errors is strongly recommended) or punctuation, inaccuracy of the information included. Advices and help from a colleague or a mentor more experienced in the field are a very good contribution.

9. Cover letter: definition

A cover letter is a document that one candidate can write and attach to their CV when applying for a job in order to support their curriculum vitae and application even further. Unlike the curriculum vitae that acts like a describing list, a cover letter is a written document in which the candidates introduce themselves and try to convince the employer that they are the most suitable candidate for the role by highlighting the most appropriate skills and qualifications and bringing arguments to support them.

10. Practical exercise: example of job description

Restaurant Manager - Full Time

Restaurant Ltd. is a popular chain of Italian restaurants around East Sussex. Considering the exponential success and popularity our chain has gained recently, we decided to open a new location for people from Your Town (YT2 7TT). We are recruiting for a Restaurant Manager. The ideal candidate is a person that can deal with new challenges as no shift is the same, a person that is flexible and adaptable that knows how to deal with situations and situations. The ideal candidate has worked in the field before and is able to prove the experience in the role of Restaurant Manager for at least 6 continuous months within the last 5 years.

The role consists mainly in ensuring that the dishes and drinks served to our customers are always in accordance with our quality standards, deal with staff, customers and possible issues that could interfere with the process that starts from the fridge and ends up in the customers plates.

Competitive salary, pension scheme and annual leave, not to mention many staff discounts.

11. Practical exercise: role play scenario - job interview questions

//Questions:

- 1) What do you know about our company? What made you apply for this vacancy?
- 2) What are your career progression plans? Where do you plan to be in 5 years from now?
- 3) Do you have any kind of experience in the field? If yes, how much and where did you gain the experience?
- 4) What would you do in case of a conflict between clients and members of staff? How would you solve this situation?
- 5) Scenario: you feel like yourself or someone from your team is victim of discrimination or racism? How do you deal with this situation?

//Purpose of the questions:

- 1) Check that the candidate is completely aware of the role they are applying for.
- 2) See if the candidate is serious about the position applied for and check if they are looking for a long term collaboration with the company.
- 3) Find out the past experience and know more about the professional history of the candidate.
- 4) See the kind of attitude the candidate has in case of extreme situations and under stress.
- 5) Scenario to see the problem solving skills of the candidate and knowledge of equality and diversity.

12. SWOT analysis: definition

SWOT is an acronym and it stands for STRENGTHS, WEAKNESSES, OPPORTUNITIES and THREATS and it is a tool used to analyse the point in which a professional or a company is.

Strengths are things and aspects the individual or the organisation does particularly well.

Weaknesses are the opposite to strengths, they are the points or aspects that require more attention and improvement.

Opportunities are chances for your things to happen but that we need to achieve somehow.

Threats are the aspects that might negatively affect an individual's or organization's progress.

13. Personal SWOT: skills I have and skills to improve

SWOT Analysis	
STRENGTHS -Team working -Time keeping -Organisational skills -Communication skills	WEAKNESSES -Language barrier -Multitasking
OPPORTUNITIES -Worked in this environment 4 years -Participated into the management of the family business as teenager	THREATS -Competitors -Lack of vacancies in the role -Geographic location

14. SMART goals: definition

SMART is an acronym and it stands for Specific, Measurable, Achievable, Relevant, and Time-Bound.

Any goal an individual or a company wants to achieve has to be **s**pecific and clear, quantifiable and **m**easurable, **a**chievable therefore realistic, **r**elevant so we do not waste time trying to succeed where we don't necessarily need or want to and **t**ime-bound.

15. SMART goal example

Goal to achieve: complete the mandatory training for the job role

S // What do I need to achieve: complete training sessions

M // How do I measure my process: trainings completed / total trainings to complete * 100

A // How's can the goal be achieved: allocate time daily for working on the trainings

R // Is this relevant this goal for me and my career: yes

T // How long will this take: 30 minutes circa per training session

16. My Personal Development Plan

Goal I want to achieve: get a promotion

Period in which I plan to succeed: September 2022 - August 2023

Skills requested in order to achieve:

- get a degree
- self study
- get qualifications

How will I get these goals:

- getting good marks at university
- attend other training sessions
- attend other courses and classes

Resources requested in order to achieve:

- finances
- time
- professional experiences

Threats that could interfere:

- personal problems
- health problems

How much time will this require: up to one year

17. Conclusion

Career progression is a vital part of every individual's life, especially in the 21st century. With the evolution of technology and the progression of globalization, the employment process is becoming more and more complex and the competition for good roles is very intense. Development and training of skills employers look for make the difference in the professional ascension and the quality of the job that each individual will have.

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