



COMMUNITIES INTO
TRAINING & EMPLOYMENT

Croydon Health Services NHS Trust: Targeted screening for high calibre interviewees

'With CITE all the initial screening is already done, saving a significant amount of time. The applications we see are of high quality and we shortlist most if not all'.

Tracy Lynn, Human Resources Business Partner, Croydon Health Services NHS Trust



As such a large employer, Croydon, was looking for ways of saving time, money and resources whilst improving its recruitment over a wide range of posts.

Setting the scene

Croydon Health Services (formerly known as Mayday) promises the people of Croydon that it is always 'here for you', whether in hospital, the community or at home. As one of the largest employers in the borough, Croydon Healthcare NHS Trust has over 2,300 permanent staff.

CITE was introduced to the Croydon Trust through the JobCentre Plus (JCP) and made a joint presentation to managers regarding their vacancy specific training model and its benefits. It was agreed that the first course would focus on Healthcare Assistants.

Croydon vacancy specific training

Candidate recruitment took place in conjunction with the JCP who hosted Open Days and the selection process included a basic skills assessment and interview.

CITE began a rolling programme of customised vacancy specific training courses linking into different roles. The Healthcare Assistant course included Principles of Care, Moving and Handling, Customer Care, Communication Skills, Record Keeping, as well as elements of the Skills for Health Employability Toolkit in line with the NHS Knowledge and Skills Framework.

Quick response

The working relationship between CITE, Croydon and JCP worked well with CITE increasingly being able to provide a quick response in line with recruitment timescales.

'If we place an advert on the NHS Jobs website we receive hundreds of applications and short-listing is very labour intensive... All CITE applicants turn up to interview and are high calibre applicants who meet our basic job entry requirements.'

Tracy Lynn, Human Resources Business Partner, Croydon Healthcare NHS Trust

CITE can help streamline your recruitment too

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