



Service Level Agreement 2024-2025

HR Recruitment Services for External Organisations

Vacancy Advertising Support



1. Introduction

This Service Level Agreement (SLA) is between the external organisation and the Human Resources (HR) and Organisational Development (OD) Service on behalf of Southampton City Council (the Council). This SLA will apply for the 1 year period from 1 April 2024 to 31 March 2025.

2. Recruitment Services

The basic Vacancy Advertising service provides inclusion of advert details and text provided by 3rd party organisation. However, additional services may be purchased which will incur additional charges depending upon the level of support required. Such services within the Vacancy Advertising Support package may include:

- Guidance and support with recruitment campaigns and placing job adverts
- Support with drafting job advertisements
- Co-ordination and support with application management through the Council e-Recruitment System.

An advertising Request Form will be fully completed by the hiring manager of the external organisation. Details of which will be uploaded to the Council e-recruitment system by the inhouse Recruitment Team, to form the basis of the advertisement and include billing details.

Only one role type can be advertised on each recruitment request form. Several different jobs cannot be advertised on the same recruitment request form – different roles will be considered as separate advertisements.

Multiple roles can only be advertised together if they are identical jobs with the same job title and job description, for example if there are 6 vacancies for the same specific role.

Vacancies will be advertised for a maximum of 4 weeks, extensions to closing dates coupled with amends to the job specifics (ie title) will incur a further fee.

Further bespoke HR services may be available for purchase on an as and when required basis. For a discussion and quote, please contact the individuals shown in Section 5.

3. Pricing

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| <p><u>Vacancy Advertising:</u> Only for organisations based within the area of Southampton City.</p> | <p><u>Southampton Maintained Schools</u> Advertising costs of website and/or specific publication + £44 admin fee.</p> <p><u>Southampton Non-Maintained Schools, Academies and Charities</u> Advertising costs of website and/or specific publication + £60 admin fee.</p> |
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| | <u>Southampton Based Organisations (e.g. Hotels, Further Education)</u> Advertising costs of website and/or specific publication + £102 admin fee. |
| <u>Certificate of Sponsorship (CoS)</u> Only available for Southampton Maintained Schools: | £84 per migrant worker |
| <u>Calculation of Fees</u> RA – Recruitment Assistant RO – Recruitment Officer RM – Recruitment Manager | <u>Schools:</u> 2 hours RA + one hour RO = £44.00 <u>Charities:</u> 2 hours RA + 2 hours RM = £60.00 <u>Private:</u> 2 hours RA + 2 hours RO + 2 hours RM = £102 <u>CoS:</u> 4 hours RM = £84 |
| <u>Extensions to Closing Dates</u> <u>Re-advertisements</u> | Should additional advertising be requested, further fees of the same amount will be incurred. |

4. Billing and payment

Invoices will be issued on a monthly basis, usually in arrears, and should be paid within 28 days of receipt. They may attract VAT in addition to the above rates.

5. Service contacts and performance review

For queries, please contact Jacqui Neil or Maxine Joyce, HR Recruitment Managers
jacqui.neil@southampton.gov.uk OR Maxine.joyce@southampton.gov.uk

Senior contacts:

Katia Pothecary, HR BP Lead katia.pothecary@southampton.gov.uk OR
Chris Bishop, Head of HR & OD, christopher.bishop@southampton.gov.uk

The list of services indicated in each of the areas is not exhaustive and there may be occasions when there is a particular requirement not covered, which will be subject to negotiation. In this instance, the Council will work with the organisation to endeavour to provide the necessary support, but reserve the right to refuse where it would have a detrimental impact on other Council services. The Council has the right to treat work outside of this SLA as a bespoke piece of work and quote the organisation for the hours needed to carry out the work. This will always be discussed with the organisation in advance.

The services listed will be available to organisations within the normal Council office hours.

In exceptional circumstances, the HR and OD Service will have the power to refuse to support the organisation with an issue if they believe it presents a potential conflict of interest with the business of the Council.

Any queries or concerns about the overall operation of the service should be addressed to Chris Bishop, Head of HR & OD, Southampton City Council, Civic Centre, Civic Centre Road,



Southampton, SO14 7LY, christopher.bishop@southampton.gov.uk