

Candidate Service Charter

This Charter represents HorizonOne's commitment to our candidates and flows directly from our core values as an organisation.

Consent and Discretion

We will not submit your CV or any other personal details to any other party without your explicit consent. When we gain your consent we send you an email to confirm our representation of you for that client to assist you in managing your job opportunities effectively.

Our experience as professional recruiters within Canberra means we understand the importance of discretion at all times, particularly in such a small market.

Understanding

We aim to gain as much insight as possible to your needs as an individual and as an employee in order to assist you in making an informed decision regards recruitment. We enjoy helping people and genuinely want to see them succeed.

We understand and have strong experience in practically all the situations you may encounter when leaving employment and in entering a new workplace. We use this experience to guide you through the recruitment maze and leave you better informed than when you started – regardless of whether we gain from your next career move.

Market Expertise & Career Advice

We use our knowledge to create insight and value for our candidates. If we recruit in your market it is because we:

- Have strong personal experience working within that sector and/or
- Strong professional recruiting experience in your sector and/or
- Have received strong subject matter specific training within your sector

We are not generalists; we don't aim to be everything to everyone. We work with those candidates we can assist, given our expertise.

It would be our ideal outcome that all candidates walk away from an interview with HorizonOne with something of real significance. Whether we benefit from your next career-move or not, we aim to add value to your career and current search for employment through practical, sensible and objective advice.

Ethics & our 'Non-Sales' Approach

We believe in acting in an honest and ethically responsible manner at all times. We are committed to upholding our published service charters and our industry's code of conduct (RCSA). We will go out of our way to ensure we do not engage in, or become party to discrimination in the workplace.

We work hard to ensure we avoid 'worst case scenarios' - where a candidate commences a new job and leave soon afterwards. This is very stressful for you the candidate, costly and frustrating for the client, reflects poorly on HorizonOne.

We Work as a Team for Your Benefit

We pride ourselves on sharing candidate information across our teams and consultants, to ensure we provide you with a broad range of employment opportunities. Consultants are actively encouraged to share candidates across HorizonOne through our shared commission approach to remuneration – when one of us wins, we all win. This approach avoids the pitfalls of individual sales approaches used in many other firms where candidates may not receive attention across a business.

Long-Term Commitment

Our approach to doing business is to create and maintain long-term relationships. We value people as human beings and we aim for warm, down to earth relationships with our candidates. We seek to provide guidance for the duration of your career – our business is not about short term gains. By working with you to understand your medium and longer term plans and aspirations we can add true value through career planning and advice.

Similarly, we ensure our relationship continues once you are placed with a client. We ensure we remain in contact with contractors throughout the contract period, and all permanent placements for the first 3 – 4 months as a minimum.

Open Communication, Realistic Expectations

We pride ourselves on honesty, direct and open communication, whilst being mindful of the impact of our communications. We strictly adhere to our privacy policy at all times

We aim to provide a 'road-map' for all candidates we work with that defines how we will approach finding their next role. However, we are not in a position to find work for everybody, and we aim to be as straightforward as possible when managing your expectations if we are unable to assist you.

For those we work with, we do our best to ensure you are well briefed about specific opportunities and the organisation involved. We go out of our way to ensure candidates make

well-informed decisions, though of course we are limited by the constraints of the information that is made available to us by clients.

Similarly, we are more than happy to hear a 'no' when we seek to submit your CV for a vacancy, or in regards a job offer, if we understand why. This only assists us in understanding what the right opportunity is for you as we continue to work with you in finding the right role.

Feedback

We value open communication from our candidates, even if it is negative feedback about our service. We aim to measure all feedback through regular surveys to facilitate ongoing improvement of our service.

Our Expectations of You

We expect HorizonOne's candidates to provide us with open, honest and accurate information about their employment history and personal information

We expect candidates to disclose all contingent issues in relation to their job search, whether it be keeping us up to date with concurrent job opportunities, relationships with other recruitment agencies or changes to personal circumstances that effect these.

Recruitment is an extremely busy industry and sometimes there are not enough hours in the day to be in contact with everyone we would like to be. We expect communication to be a two-way, cooperative process and if you need us, or expected to hear from us, and didn't – we ask that you take the initiative and call.

We expect that you call us with detailed feedback after interviews arranged by HorizonOne – these calls are critical to our ability to perform our role effectively.