

Professional Scribing Services

Case Study I

Client: The National Water Commission

Requirement: *Scribing services, APS5 Communications Officer*

Background

The communications team were under pressure to quickly finalise an APS5 Communications Officer recruitment process. The team was under resourced due to vacancies in key positions and immediate support was required.

Scope for this assignment was to provide scribe services for one day of interviews to select an APS5 Communications officer.

- On-site interview attendance and notation
- Reference checks
- Preparation of draft selection report
- Support the Panel, as required

Services supplied

Within 24 hours HorizonOne had confirmed the assignment, organising a professional, highly experienced scribe thoroughly versed in public sector recruitment processes.

Following notation of five interviews, two candidates were ranked as suitable. The scribe completed verbal reference checks for these candidates by the required deadlines and then compiled and submitted a draft selection report in an agreed format for review by the delegate.

Key Challenges

- The urgent nature of the request for support required a speedy turnaround by HorizonOne in order to source and book a suitably qualified Scribe who was immediately available for the job.
- Times for interviews changed on the day. Flexible services were offered by the scribe to accommodate the panel.

Outcomes Achieved

- A preferred candidate was clearly identified for the APS5 Communication Officer and the process was successful.
- Our scribe provided a selection report that accurately reflected and supported the selection panel's decision and conformed to APS requirements and NWC guidelines.
- The scribe was able to provide a turnaround time of a week for the report, therefore helping to ensure a professional, cost-effective and efficient selection process.
- Positive feedback was provided on the report and the scribing services were highly commended.