

Wiltshire Council Human Resources

Refer a Friend Policy

This policy can be made available in other languages and formats such as large print and audio on [request](#).

What is it?

This policy provides advice and guidance on the Refer a Friend scheme.

Who does it apply to?

1. This policy applies to all Wiltshire Council employees on a permanent or fixed term contract with at least 12 months service, unless a separate contractual policy applies to a transferred employee to whom separate TUPE terms and conditions of employment apply. This policy does not apply to teaching and non-teaching staff employed in maintained schools or academies.

When does it apply?

2. This policy applies to recruitment of hard-to-fill roles and provision of a referral incentive to Wiltshire Council employees who make a successful referral of a friend for an eligible vacancy.
3. This policy also covers the process for applying to have a role assessed as eligible under the Refer a Friend scheme.

When does it not apply?

4. Employees under the Wiltshire temporary bank, casual workers, agency staff, consultants and councillors are not eligible to make a referral under the scheme.

5. Hiring managers or employees involved in the selection and interview process for an eligible role, are not permitted to make a referral relating to that role under the scheme.
6. Existing Wiltshire Council employees cannot be referred for eligible positions under the scheme.

What are the main points?

7. Wiltshire Council offers a Refer a Friend scheme to improve recruitment of hard-to-fill roles.
8. Eligible employees, who refer a friend, that is successfully recruited to a specified, hard-to-fill role, will receive an incentive payment of £250, once the referred employee commences employment.
9. The referred employee will be paid an incentive of £250 subject to successfully completing their probationary period with Wiltshire Council.
10. All referrals must be made at the point of application and the referrer must be named in the application form. Any retrospective referrals made after the point of application will not be accepted.

Approval of eligible job roles

11. A list of approved eligible job roles is held centrally by the HR Strategy team.
12. Before managers can request a job role to be eligible for the Refer a Friend scheme, they must complete a proposal in the form of a business case* (**live link to business case form to be included**).
13. Managers should consult with their relevant Strategic HR Business Partner and Recruitment Consultant to prepare the business case. Once completed, the business case must be signed by the relevant Director.

14. Supporting evidence/information required as part of the business case should include (but is not limited to):
 - i) The number of times the role has been advertised without a satisfactory response;
 - ii) Response to adverts both in terms of quantity and quality of candidates;
 - iii) Wider recruitment context applicable to the role such as national or local skills shortages;
 - iv) Any existing recruitment or retention incentives/payments in place for the post (e.g. market supplement).
 - v) Impact of vacant role on service delivery.
15. Once complete, the business case should be sent by the Strategic HR Business Partner to hrstrategy@wiltshire.gov.uk.
16. The HR Strategy team will review the business case and may ask for further information, if required.
17. The Director HR&OD in conjunction with the Corporate Leadership Team (CLT) will agree whether to approve the role for the scheme based on the business case and the evidence provided.
18. A copy of the final business case and CLT decision will be retained by the HR Strategy team for future record.
19. The relevant Strategic HR Business Partner and HR Recruitment Consultant will be notified whether the role has been approved for the scheme.

The referral process

20. Once an employee refers an eligible role to their friend, they must direct them to apply for the vacancy via the council's [careers site](#).

21. If the role is eligible, there will be a relevant question within the online application form for the candidate to indicate the referrer's name and email address.
22. All referrals must be submitted as part of the application form to be considered under the scheme.

Payment of incentives

23. The referrer is only eligible for the incentive payment if the referred individual is successfully recruited to the vacancy.
24. The referrer will receive the incentive payment, in full, once the referred individual commences employment with Wiltshire Council.
25. The referred employee will receive the incentive payment, in full, once they have successfully completed their probationary period with Wiltshire Council.
26. All payments are processed by the HR Payroll team and paid as part of the employee's salary.
27. The Recruitment team are responsible for notifying the HR Payroll team once the conditions of the scheme have been met and an incentive payment is due.

Liability to tax

28. All incentive payments are liable to deductions for income tax and national insurance but are non-pensionable.

Review of eligible roles

29. Eligible roles will be reviewed on a yearly basis (usually each April) unless otherwise stated for business reasons.
30. The HR Strategy team will carry out the review taking into account factors, such as: recruitment and retention difficulties and skills, shortages within the area of specialism and the impact of the refer a

friend scheme payment.

31. The outcome of the review will be discussed with final decision agreed by CLT.

Roles and responsibilities

Employee responsibilities

32. Eligible employees under this policy can direct referrals to apply for vacancies via the Council's [careers site](#).
33. Eligible employees should remind referrals to state that they have been referred, as part of their job application form.

Manager responsibilities

34. To follow the guidance of this policy and not make a referral for eligible vacancies if involved with the selection and interview process of the particular role.
35. Complete a proposal in the form of a business case to request a job role to be eligible for the Refer a Friend scheme.
36. Consult with their relevant Strategic HR Business Partner and Recruitment Consultant to prepare the business case for signed approval of their relevant Director.

HR responsibilities

37. To maintain a list of approved eligible job roles for the Refer a Friend scheme.
38. To process business case proposals received by managers, in a timely manner, to promote business continuity.

Definitions

Referrer – a Wiltshire Council employee who has referred a friend for an eligible job vacancy as part of the Refer a Friend scheme.

Referred employee – an individual who has been referred by a Wiltshire Council employee for an eligible role and successfully recruited.

Eligible job role – roles that have been approved under the Refer a Friend scheme and are held centrally by the HR Strategy team. They are also sometimes referred to as 'hard-to-fill roles' under this policy.

Incentive payment – A payment of £250 paid to Wiltshire Council employees who refer friends that are successfully recruited to an eligible role. In addition, a payment of £250 paid to referred employees, upon successful completion of their probationary period with Wiltshire Council.

Equal Opportunities

This policy has been Equality Impact Assessed to identify opportunities to promote equality and mitigate any negative or adverse impacts on particular groups.

Data protection (privacy notice)

Wiltshire Council processes personal data collected during all stages of this policy and procedure in accordance with its data protection policy as required by GDPR. Data collected is held securely and is only disclosed to and accessed by individuals for the purpose of completing the disciplinary process and procedure.

Inappropriate access or disclosure of employee data constitutes a data breach and must be reported in accordance with the Council's data protection policy. Any such breaches may result in an investigation which could lead to action under the disciplinary procedure. The full privacy notice can be read [here](#).

Advice and guidance

If you require help in accessing or understanding this policy or completing any of the associated forms you should contact your line manager or trade union representative if you are a member.

If, due to the nature of your query, it is not appropriate to contact your line manager you should contact your head of service who will nominate an appropriate manager or colleague to help you.

See [guidance for managers – giving advice on policies](#).

Further information

Recruiting managers who would like to consider eligibility of a role under this scheme should contact the Recruitment team and their Strategic HR Business Partner.

General queries regarding this policy should be raised as a service request via the Oracle Helpdesk.