

Recruitment Policy

Our approach to recruitment



Opencast is committed to a fair, inclusive, and transparent hiring process. We want to attract and hire capable people in a way that is consistent, unbiased, and aligned with our values.

This policy outlines how we recruit, from the process for advertising roles to screening applications, interviewing, and making offers. It also explains our approach to background checks, onboarding, and handling candidate information responsibly.



How We Hire

We advertise our roles and find candidates via referrals, traditional job boards, LinkedIn, and other platforms. We also carry out proactive searching on platforms such as LinkedIn, commonly known as ‘sourcing’.

In addition, we partner with carefully chosen recruitment agencies to support us with hard-to-fill positions and to reach a more diverse candidate pool. All our external recruitment partners should act in accordance with Opencast values, this policy, our requirements, and guidance. Our job adverts transparently disclose whether we are receiving support from partner recruitment agencies. If you’re contacted by a third-party agency, you can verify the legitimacy of your application by reviewing the role on our own website or reaching out to us at enquiries@opencastsoftware.com

Our job adverts

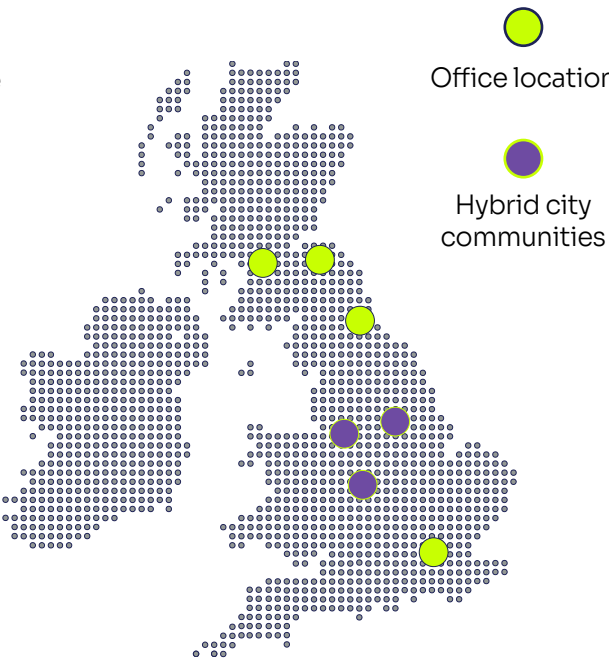
We want every applicant to have a clear and honest picture of the role they’re applying for. That’s why our managers and Practice Leads work closely with our Talent Engagement team to make sure our job adverts, interview questions, and role competencies are transparent and well thought-out.

Our job adverts are designed to reflect the key responsibilities and skills needed for the role, based on our competency framework. We’ll always set out both the essential and desirable experience – including the skills and knowledge we’re looking for – so you can decide if the role feels like the right fit for you.

Ways of working

Everyone at Opencast splits their time between multiple locations, including from our Newcastle headquarters and hub locations, client sites across the UK and home. Travel is part of life at Opencast, and takes in account requirements of your work, our clients, and your team.

We aim to recruit within a 40-mile radius of the following locations: Glasgow, Edinburgh, Newcastle, Leeds, Manchester, Birmingham, London. This helps with employee engagement and reduces our carbon footprint.



The Recruitment Process

The recruitment process for most roles at Opencast will typically follow the below structure:

- Application review and shortlisting
- Exploratory discussion with the Talent Engagement team
- Formal interview with the hiring manager (sometimes multiple stages)
- Meet the team
- Offer and pre-employment checks
- Your start date

Once your application is received through our Application Tracking System (ATS), a member of our Talent Engagement team will review each application objectively against our competency frameworks or requirements set out clearly in our job advertisement.

If your application closely matches our requirements, you'll be invited to an exploratory discussion with a member of our Talent Engagement team. This stage is a key part of our interview process - while it's informal in style, it helps us understand how your experience aligns with the role and gives you the chance to ask any early questions. It also supports our shortlisting process, particularly where we receive a high volume of applications. If the initial chat goes well, we'll then move forward with formal interviews. These may involve multiple stages and include conversations with different members of the team, depending on the role.

If you have any personal relationships with someone at Opencast- whether that be a friend, family member, romantic partner, ex colleague or any other type - we ask that you disclose this to us during the exploratory session. We may adjust the process to remove any bias where necessary.

Technical Interview questions have been drafted and designed by our Practice Lead or function leads with the support of our Talent Engagement team and carefully put together based on the competency framework or role requirements. We have integrated Skills Builder Partnership's essential skills framework into our recruitment processes, which helps us to assess the essential skills required for the roles we recruit for. Demonstration of technical and essential skills is assessed relative to the level of the role we are recruiting for using our competency frameworks.

If you are successful following your final stage interview, a member of the Talent Engagement team will contact you to present the offer of employment. During this call, they will outline the general terms of employment - salary, benefits, working arrangements, location, and any other key detail.

If you are happy to proceed based on the offer presented, the Talent Engagement Team will then send your offer documents via Signable.

To ensure consistency and fairness, any exceptions to the recruitment process must be approved by our Director of Talent and Workforce Planning, Lorna Madden. Any changes to the process must be agreed in advance and in writing, and applicants will be informed of what the process will look like.

Pre-Employment checks

Upon acceptance of offer, successful candidates will go through background checks. Our background checks are done using an external provider called Zinc (or such other provider as we may use from time to time). The checks we conduct are as listed:

- Identity check
- Criminal and civil record check
- Adverse credit check
- Address check
- Right to Work check
- Three years' employment references (if there is a gap in employment history, we will accept a personal reference from someone unrelated to you).

Your start date is subject to the completion of relevant pre-employment checks. If any of these checks raise concerns, we may need to reconsider the offer. In such cases, we will not be able to proceed with your employment, and you will not receive any notice pay, but we'll always approach these situations fairly and on a case-by-case basis.

Unsuccessful Applicants

If you are unsuccessful at any stage, you can request feedback on your application and/or interview. Any requests must be made within 10 working days of notification that you have been unsuccessful.

Feedback can either be provided in writing or verbally. We will outline all details of the interview feedback, including areas of development centred around our competency frameworks.

Equal Opportunities

Opencast is committed to equity, diversity and inclusion in our organisation, and to eliminating discrimination. Our people mission is to create a human-focused environment for all identities, attributes, ways of thinking and backgrounds to succeed. We aim to have an organisation that is representative of the communities we operate in and that our work serves and for every employee to feel safe, respected, and supported to fulfil their potential. In recruitment, in line with the Equality Act (2010) we are committed to equal opportunities for all applicants and to appoint candidates based on merit only.

Decisions about recruitment and selection will be made objectively and without unlawful discrimination based on competency, values and the legitimate business needs of the organisation.

We are committed to recognising and reducing conscious and unconscious bias during our recruitment and selection processes. Before publishing our adverts we aim to check with a gender de-coder and readability tool. We use structured interview questions, and a standardised process designed for each role type to mitigate biases. In addition, we also set guidelines for our interviewer community, provide regular training on our recruitment processes, and offer unconscious bias training to our workforce. Opencast's interviewer community is a diverse group of people made up of both essential skills and technical interviewers who support the business in making hiring recommendations.

Some of our opportunities are covered under the Rehabilitation of Offenders Act 1974, which means we cannot unlawfully discount someone's application due to a prior spent criminal conviction. However, where a previous conviction prevents a person from being able to do a role, such as where the type of conviction prevents required security clearance, our talent team will inform the applicant of this.

As part of our commitment to the Disability Confident scheme, we're working to help reduce the employment gap for disabled people. If you have a disability, we want to ensure you have an equitable chance to succeed, and we can offer a range of reasonable adjustments to support you during the application process.

We guarantee an exploratory discussion to any applicant who applies under the scheme and meets the essential criteria for the role, as set by the hiring manager. This guarantee doesn't mean every disabled applicant will be offered an interview - it applies only if you meet the minimum role requirements.

In cases where we receive a high volume of applications, we may need to limit the number of interviews offered, both for disabled and non-disabled applicants. However, where this occurs, we will still aim to offer an interview to the disabled applicant who best meets the minimum requirements for the role.



Candidate experience

We want every candidate to have a positive, fair, and transparent experience. Our recruitment process is designed to find the right people for the role based on skills, values, and potential while ensuring everyone feels welcome and supported.

We will provide clear communication throughout, with a dedicated Talent Engagement Partner or Specialist as the main point of contact. You can request feedback after interviews, and we offer reasonable adjustments at every stage to support individual needs.

Raising a concern

If you have any concerns about your experience during the recruitment process, you can make a complaint to us at complaints@opencastsoftware.com. All complaints will be dealt with seriously, promptly, and confidentially.

We will aim to respond to concerns and complaints within seven days.

Data protection

Opencast will fulfil the requirements of all relevant legislation, including the Data Protection Act (2018) and fully endorses the principles of the General Data Protection Regulations (GDPR). Please refer to the Privacy Policy for further details.

Throughout the recruitment and offer process, your personal data will only be accessible by the People team.

