

Local Employment Agreement Strategy for Hampton by Hilton Manchester Northern Quarter

In line with Condition 16 of Planning Application ref: 111921/FO/2016/N1, RBH Hospitality Management ('RBH') submits the following Local Employment Agreement strategy for the future staffing at the Hampton by Hilton Manchester Northern Quarter: 41 Rochdale road, Manchester, M4 4HT.

RBH Recruitment Practices

RBH is a hotel management company managing a portfolio of 45 branded and unbranded hotels across the UK&I for 20 owner groups. RBH has implemented various recruitment policies and provides their hotels with template interview guides and processes to ensure a transparent and non-discriminatory recruitment process is followed for every vacancy.

All vacancies are advertised on the RBH Careers site, relevant hospitality job boards and the DWP 'Find a job' site. We then use of comprehensive Applicant Tracking System (Recruit Genie) to manage and track the candidate journey from application, interview and offer stages.

While it isn't a requirement, candidate location is a criteria considered as part of the recruitment process. Our hotels operate 24/7, 365 days of the year so shifts include early starts, late finishes, and work on the weekend, public holidays and night shift. Travel and the availability of transport quickly become factors that need to be considered as part of any offer of employment and, as a result, there is a preference to recruit local employees who don't need to travel far in order to come to work.

RBH is on the DWP National Employer Partnership portfolio and we are also a registered Disability Confident Employer. We are committed to working closely with DWP colleagues and their complex needs customers. Through this National network, we have been able to engage with Local Job Centres and, as a company, we are exploring how we can offer opportunities to all groups, Refugees, Women Returners, People with Disabilities, Over 50's etc.

Pre-Opening Recruitment Strategy

In regards to the Hampton by Hilton Manchester Northern Quarter, RBH has followed it's usual recruitment process for advertising vacancies. All roles for this hotel were advertised on the RBH Careers site, Caterer, Indeed and 'Find a job'.

Of the 27 positions we require to open the hotel, 2758 applications were received with the majority of candidates living and working in Manchester and the surrounding area. We split the recruitment into 3 categories based on the seniority of role – Category A for the senior leadership team, Category B for the management team and Category C for the team member level of roles to be recruited for.

Category A roles were recruited using a 1-3 stage face to face interview process. Category B roles were recruited using an additional screening process at application stage and 1 face to face interview. Category C roles were initially planned to be recruited for by way of an Open Day in mid-March 2020 however, this plan changed and an additional screening process and 1 video interview will be occurring instead.

Post-Opening Recruitment Strategy

RBH will continue to use its usual recruitment processes for any post-opening recruitment at the Hampton by Hilton Manchester Northern Quarter. This includes continuing to advertise roles on 'Find a job' and look for locally based employees to fill vacancies.

Additionally, we will work on developing and strengthening the relationship with the Local Job Centres to explore how we can offer opportunities to their customers - offering and facilitating work trials, work experience and supporting Job Centre customers in becoming 'job ready' is more feasible with an open/operating hotel. We will also look at using the Job Centre to interview prospective candidates, providing individuals with a familiar environment, and have the General Manager involved in the Mentoring Circles for Young People program.

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