

# Talent Attraction Role in the Onboarding Process

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[Click here for the Onboarding Visual Guide](#)

### INTRODUCTION

The role of TA is to close the recruitment process and make the transition to the onboarding process.

#### STEP 1 >

### Provide all of the **information** required to initiate onboarding

The first step for TA is to provide all of the information required to initiate the onboarding process before moving the candidate to "offer accepted".

#### 1. Start date

- a. Must be accurate start date : last updated start date after offer negotiation.
- b. 15 business days are required between onboarding initiation and start date for a successful onboarding process
  - i. Note: Can be shortened up to 10 business days if the manager commits to following up with the new hire to ensure onboarding tasks are completed rapidly
- c. Start date in the onboarding tool is retrieved from information entered during offer approval -> any change in the start date information happening after the approval of the offer should be shared as comments when the candidate is moved to the "offer accepted" step.
- d. For internal transfers: start date is always on the 1st of the month.

#### 2. Offer information

- a. The offer letter must be managed in the recruiting tool. Required information for onboarding will be inserted based on information provided in the offer letter. If the offer is managed outside recruiting tool (exceptionally), upload the offer letter manually in the candidate's file in the tool
- b. Ensure all offer information required for onboarding is present in the offer letter. In case of any information missing, add them as comments when moving to offer accepted. **Following information are required for the onboarding process:**
  - i. Job grade
  - ii. Salary
  - iii. Contract type  
*(If limited duration contract: duration and end date are required)*
  - iv. Start date
  - v. Hiring Manager
  - vi. Highlight if new joiner is a student or a trainee
  - vii. Location (site)

#### STEP 2 >

### Inform the **candidate** on the next steps and what they can expect

1. In the coming 5 days, candidate will receive an email with login information to access the onboarding platform. In case they don't receive any email, candidate can introduce a ticket as explained below

- i. Note: the email can sometimes arrive in the spam, candidate should check their spam folder

2. Highlight the importance of completing their onboarding tasks as soon as possible

i. Note: New hires have 2 tasks to complete in the onboarding portal. After completing the first one, a second one will become available. New hires are notified via email every time a new task is available for them to complete

3. In case of question or need for support: candidates can introduce a ticket via [HR support request](#) form or call [HR service center](#).

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## STEP 3 >

Inform the **hiring manager** on the next steps and what they can expect:

1. The hiring manager will receive an automatic email notification once onboarding has been initiated
2. The manager can follow up on the onboarding process of their new hire in the onboarding section of **My HR Services**
3. Start date should not be changed after onboarding has been initiated, changing the start date can create major complications in the onboarding process

i. Note: In exceptional cases, and under valid circumstances, a change of start date can be requested using the [Service One onboarding request](#)

4. It is critical that managers request IT access and equipment using the [Onboarding - IT Equipment & Access](#) request ASAP and no later than 7 days before 1st working day (request for their new hire becomes available 24 hrs after onboarding initiation)
5. In case of questions or need for support, managers can request support via [Service One onboarding request](#).
6. Hiring managers can consult the [HR Wiki onboarding information](#) for support.