

Graduate Management Scheme – Virtual Assessment Centre

Design and delivery of a fully virtual assessment centre for Gloucestershire CCG

The challenge

Recognising how competitive and over-subscribed the national NHS Graduate Management Training Scheme is, Gloucestershire CCG were keen to implement their own GMTS offering enriching roles to ambitious graduates who are keen to progress. The successful candidates would be provided with opportunities across the ICS. The Gloucestershire GMTS was advertised in late 2019 and received around 130 applications.

The CSU Offer

South, Central and West (SCW) has an in-house graduate management scheme that has been running for a number of years and is well established within the organisation. SCW also hosts a number of graduates from other schemes, such as the national NHS Graduate Management Training Scheme and the Civil Service Fast Stream. The CSU therefore has significant experience and expertise in this area of talent management. SCW were commissioned to programme manage and deliver the CCG scheme from initial attraction and short-listing to on-boarding the successful candidates and establishing personalised development plans for them.

The impact of Covid-19

Soon after the initial shortlisting took place, the response to Covid-19 meant the scheme was at risk of not progressing with planned interviews and candidate assessment activities unable to take place. As time progressed there was a risk that shortlisted candidates could lose interest and secure roles elsewhere. Covid-19 however, posed a next level challenge in that the traditional ways of recruiting were not available, and whilst virtual interviews had been taking place, a fully virtual assessment centre is not commonplace anywhere.

The innovative solution

We worked with the CCG to identify what they needed in terms of competencies, skills and values and then designed a two day fully virtual assessment process (on MS Teams) involving 11 candidates and 13 assessors from the CCG.

On the day there were several exercises for the candidates, including an innovative group collaboration exercise, a written communication task, a data review assignment and panel presentation. There were also opportunities to hear from senior executives and have informal conversations with CCG staff. All the exercises were designed to draw out what the CCG were looking for. The result was a huge success for the CCG and the candidates.

Customer Testimonial:

“Wow! What a great couple of days and what a brilliant bunch of candidates – the CSU have done us proud in the design and delivery of a virtual programme of assessment, and the CCG team have been fantastic in their various assessor and moderator roles. It’s been a great team effort all round.”

Jo Underwood, Transformation Programme Manager, Glos. CCG

Candidate feedback:

“The preparation for the day was done extremely well and the communication was very helpful and friendly.”

“I feel the assessment process went really well. I was worried about being on screen for 9-5, but it has gone very quickly and I would not mind doing this in the future.”

SCW contact

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