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## Bringing on Outsourced Staff

### A guide from Outsource Broker Support.

Bringing on an outsourced staff member is a multistep process, the below guide aims to walk you through the process from initial research through to day 1, the employee's start date.

### Phase 1: Partner Research and Selection

This part of the process aims to do your initial research on some of the options available and the different service providers in the market.

#### Location?

- What country is the provider located in?
- Does the location have native language proficiency?
- Is the provider located in a politically stable country?
- Can you travel to and from the location freely? (should you wish to visit)
- Infrastructure (does the country have appropriate/reliable internet, phone, power)
- Cultural alignment (This becomes critical over holiday periods and when setting up work structures)

#### Provider?

- Does the provider have offices domestically?
- What certifications does the provider hold? (ISO Certification)
- What is the data protection/IT security framework?
- Is the provider equipped to deal with unexpected challenges? (network redundancy and business continuity plans)



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## Phase 2: Role Requirements

### Role Responsibilities

- Have you completed a position description?
- Do you have an onboarding plan for the role?
- What are the 30/60/90-day KPIs of the role?
- What training are you prepared to provide for the role?
- Do you know what the business hours are?
- What are the non-negotiable skills of the successful candidate?

### Work Set Up

- Will this staff member work from home, the office, or in a hybrid capacity?
- What public holidays will the role observe, their local public holidays or your business calendar?
- What equipment will the staff member need, desktop, or laptop, one screen or two? Will the role require specialist equipment?
- What is the salary budget for the role, and does this align with your expectations of the role?

## Phase 3: Interview & Selection

### Interview Preparation

- How many interviews do you plan to have with the candidate?
- Will a case study be required? (generally not required for non-technical roles)
- Do you have a plan for the interview, what questions do you need to ask?
- At the end of the interview, what are the 3 key things you want to know the answer to? Is your interview plan structured to get the answers?
- Be prepared to lead the interview, your participation is critical for getting selection right.



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## **Post Interview**

Provide prompt feedback to the provider, particularly if you are not proceeding with a candidate. Where did the candidate fall short?

### **If Proceeding**

- Confirm reference checks will be conducted.
- After successful references, finalize the job offer.
- Once an offer is signed confirm the start date.

## **Phase 4: Onboarding and Commencement**

### **Onboarding Preparation**

- Create a short onboarding kit, including a brief history of the company details on who the key contacts are, and expectations of the role.
- Confirm what onboarding will be provided by the Outsource provider.
- If the successful candidate will be working with other members of your team, make sure to book some time for a meet and greet.
- Review and finalize 30/60/90-day plans and targets.
- Ensure all licenses for the new staff member are purchased and the required software is installed.

### **Day of commencement**

- Run through onboarding material.
- Gain commitment and understanding of the 30/60/90-day plans and targets.
- Address any immediate questions and concerns.
- Confirm communication channels.
- Establish operating rhythm – Weekly meetings, daily check in's.
- Track and measure output against plan/target.