



“CANDIDATES WILL HAVE TO HONE THEIR DIGITAL CAPABILITIES”

JAMES JOB

Senior Vice President – Talent Acquisition India, HGS

The pandemic has already affected many jobs and careers. How do you see this crisis and how can a candidate become resilient in this situation?

Albert Einstein had said that in the midst of every crisis lies a great opportunity. And I'm so much able to relate to this statement with the current scenario. COVID-19 has impacted businesses and individuals alike. While the pandemic has affected jobs and careers temporarily, there have been a whole lot of new developments that have come in bringing in new opportunities too. Businesses and functions within are operating differently than before... they've have gone virtual.

The entire concept of remote working or work-from-home (WFH) has given a new dimension to recruitment, training and other functions. This transformation will bring in new demands which will be digital in nature. In order to become resilient to the new norm of WFH, candidates will have to hone/upskill their digital capabilities.

What is the best approach for a fresh graduate or a graduate to prepare for a challenging time ahead?

To be able to work in a remote environment will be a key ask from employers to fresh graduates. They must train well in video/audio conferencing, instant messaging tools/apps, cloud storage, etc. Having a hands-on knowledge on these technologies will enable smooth remote working experience. Another aspect will be upskilling in digital technologies. Global leaders have been predicting that 'digital is the future' and now the prediction stands true – that too in such short time span, thanks to COVID-19. Being equipped with the latest digital technologies such as AI, Automation and Analytics will keep the graduates current and relevant.

The overall soft skills to manage in a digital environment become important which is why fresh graduates also need to work on their behavioural skills. Additionally, conflict





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management and how to be more productive in remote environment will be the key.

How do you build a strong employer brand?

HGS is a people first company and we see our employees as important stakeholders as our clients. We've tried to enable a friendly and comfortable environment to our employees both in terms of our policies and infrastructure. We're also a diverse and inclusive company and believe in providing equal opportunities to women, persons with disability, LGBTQ+, etc.

We also encourage a lot of CSR volunteering work. Through various communication channels, we make our employees aware about all these policies and environment. Our employees who've lived the culture of HGS become our brand ambassadors to the external world. We also make extensive use of social and digital platforms to showcase our culture. Moreover, we also make use of popular platforms such as LinkedIn and Facebook to attract young talent.

How do you expand the candidate's reach and build a recruitment strategy?

We have expanded our reach by digitising our overall recruitment process. The applicant base has increased

due to our sourcing strategy that is both outbound and inbound. We have also developed a 'BOT' that does the screening of the candidates. We've automated the entire process... we're using AI in Fit Index, early warning systems and recruitment management. This has enhanced the candidate experience and the recruiter's efficiency. The recruiters can now dedicate more time in doing complex tasks.

What challenges do you face in attracting the right job candidates?

It is always challenging to adapt to changes. As an organisation, we had to shift to the remote working environment after spending years in the brick and mortar setup, and this was not an easy transformation. Bandwidth concerns, availability of systems and proctoring of assessments are some of the challenges we face while attracting candidates.

What are the skills you look for when hiring new employees, which often can be discovered in the first interview?

Being one of the pioneers in the services industry, communication skill is very important; this includes both verbal and written along with listening and comprehending ability. Also, with remote working becoming the need of the hour, ability of the candidate to work in a remote environment is a key skill that we look for.

Do you provide skilling programmes and certification to find the best match for a profile?

We're developing skilling programs for healthcare to find suitable match for a profile considering it is one of our key strengths and focus areas. Moreover, HGS has partnership with NasscomFutureskills and lot of our employees are using the platform to upgrade their knowledge in various technical skills.



WE'VE DEVELOPED A 'BOT' THAT SCREENS CANDIDATES. WE'VE AUTOMATED THE ENTIRE PROCESS... WE'RE USING AI IN FIT INDEX, EARLY WARNING SYSTEMS, RECRUITMENT MANAGEMENT.