



Recruitment and Hiring Candidate Pack



Hello!

This pack is here to give you some insight into who we are and help you get ready for your interview.

Please scroll through or click on the menu below to get started!

[About Us](#)

[Our Values](#)

[Recruitment Process](#)

[Our Benefits](#)

[Our Office](#)

Getting to know us

- Contributions from over 500,000 researchers in over 130 countries worldwide
- Our content is downloaded 30,000,000 times per year from 109 million visitors worldwide, including 90% of the Times Higher Education ranked universities
- Over 1/3 of our customers have been with us over 20 years
- Over 50 years of bringing research to life
- We publish:
 - Over 350 journals
 - Over 2000 teaching case studies
 - Over 3000 books
 - Over 20,000 expert briefings



About us

Emerald Publishing is one of the world's leading digital-first publishers, commissioning, curating and showcasing research that can make a real difference.

We work with thousands of universities and business schools across the world to share knowledge and provoke the kind of debate that leads to positive change. We are passionate about people and doing things differently.

We want to influence positive change, whether it's the future of research assessment, open access or finding new ways to make research more accessible and discoverable.

Proud to
be on the Times
Top 50 Employers
for Gender Equality



What do we want to achieve

As a prominent social science publisher, we are dedicated to driving change and aligning our efforts with the UN's Sustainable Development Goals.

We publish research that shapes perspectives, informs policy, and makes a positive impact beyond academia.

Our objectives include:



Meaning & Purpose

Give...

- Shared responsibility to drive positive change and make a meaningful impact in the world
- Time and effort to support our communities
- Commitment to ethical business practices and sustainability
- Commitment to creating an inclusive culture
- Open minded and an inclusive force for change

Get...

- Sense of satisfaction and achievement from seeing the impact that a mission driven organisation can have and the part you played in this
- Being part of somewhere that is large enough to make a difference but small enough to care
- The opportunity to give back and make a difference in society working with our community partners or supporting sustainability initiatives
- Rewarded through bonus for supporting what is important to us through our 3Ps



Benefits & Pay

Give...

- Contribution to achieving our goals through your skills, knowledge and effort
- Demonstrating our high performance behaviours to support a high performing team
- Willingness to get involved in our 3Ps

Get...

- Paid a fair and benchmarked salary, but if a high salary is the most important thing to you we may not be the organisation for you; recognition goes beyond £s
- Some of the most flexible working arrangements in the academic publishing industry
- A range of competitive benefits to suit you wherever you are in your career
- A bonus that rewards you not only for your day to day role but for supporting the things that are important to us through our 3Ps



Develop & Grow

Give...

- Proactive and take responsibility for your own learning
- Willingness to put your hand up and get involved
- Generosity with your knowledge and support to others

Get...

- Investment and support in you and your development through a range of opportunities from pathways and LinkedIn learning through to Ignite, mentors and secondment opportunities
- Access to senior leadership and CEO shadowing and reverse mentoring
- Trust and autonomy to work in the way that suits you best
- Internal promotions and squiggly careers, but not always the next step up.
- Have a voice and the ability to put forward ideas and work on them



Connection & Community

Give...

- Visit our office once a month to build connections
- Engage in our in-person events and All Hands to understand our business and what's important to us
- Share expertise and knowledge with your colleagues
- Open-minded and willing to get involved

Get...

- Acceptance and ability to be yourself, and appreciation for the value you bring
- Sense of community and belonging – welcoming right from your first interaction
- Relationships and support – our people are our superpower
- Opportunity to get involved outside of your day job
- Flexibility to work from home
- A range of wellbeing support and initiatives



Our Recruitment Process - Celebrating Diversity

At Emerald Publishing, we believe that diversity is our strength and inclusion is our commitment. We all have a responsibility to drive equity in our communities and workplaces, which is why we are dedicated to fostering an environment that celebrates different perspectives, promotes individuality, and cultivates a sense of belonging. Our team is a unique blend of talents and experiences, and we are proud to say that our opportunities are open to everyone.

So, if you're passionate about what we do and you're excited about the role, but you don't meet every single requirement, we'd love to still hear from you. We believe in the power of potential, and we're committed to providing opportunities for learning and growth.





Our Commitment to a Fair Process

We welcome applications from all individuals, irrespective of age, disability, sex, gender identity, sexual orientation, race, nationality, ethnic or national origin, religion, or belief. As we understand the value of transferability of skills and experiences, we are not looking for the 'perfect candidate' - we encourage everyone who is truly excited about our mission to apply.

We also understand that talent and potential don't always fit neatly into a box. We appreciate that everyone's career journey is unique, and we recognise the value of diverse experiences. That's why we don't focus solely on checkboxes or traditional career paths when we recruit.

Career gaps or unconventional experience are not drawbacks. Instead, we see them as opportunities for growth, learning, and unique perspectives that can enrich our team. We're not looking for candidates who tick all the boxes - we're looking for individuals who bring something special to our team.



Our Commitment to a Fair Process

Anonymous Application Process

When you apply for our roles, our portal automatically anonymises your application due to its built-in anonymous recruitment software. This ensures that our hiring panels assess you based exclusively on your experience and skills.

Once you have been selected for screening, and only once you have accepted our invitation to interview, your personal details are revealed so we know who we are talking to when we meet virtually.

Scorecards

When hiring managers set-up a new vacancy, they produce a list of non-negotiable criteria that they establish in collaboration with the People Team before they see any applications. This allows us to reduce bias in the hiring process and ensure objective criteria for the role are set up-front. Scorecards are then set up using these criteria, within our recruitment portal.

All criteria are weighted depending on how important the skillset, knowledge or behavioural factor is for the role. Each of the panel will then score accordingly based on the interview.

Employee Referrals

Employee referrals go through our recruitment portal either by the employee sending a link to the vacancy or by the employee sending the CV to our People Team Coordinator who uploads it to the portal. Much like all other applications, they are anonymous and need to be scored by all hiring panel members to be successful to progress through our hiring process.

Interview Questions

We ask that our hiring managers ask the same questions to each candidate to provide fairness and allow all candidates to be scored against the same criteria and assessed in the same way. At the same time, we don't want our interviews to feel too formal, so we make sure we have time to get to know you and for you to ask anything of us.



Reasonable Adjustments

We are also committed to creating an inclusive environment for all our applicants.

If you would like to request any accommodations/adjustments from application through to interview stages, such as receiving the application form in a different format, access to a quiet, private place for your interview or captions during your video interview, please complete the relevant section within the application or contact us at peopleteam@emerald.com and let us know, we would be happy to help.



Our Interview Process

Making sure everyone understands the process involved when applying for a role with us means there's hopefully no surprises for you along the way. We know interviews can be daunting for some, so hopefully being more transparent with you will help make you feel more relaxed and in control.

To make our hiring process more inclusive and transparent, we share interview topics with candidates in advance of interviews. This approach helps create a fair and supportive environment and gives you the chance to prepare well and demonstrate your skills and experiences to the best of your abilities. Please note that in order to gain a full understanding, managers may want to explore your answers in more detail and would therefore ask some follow up questions.

At Emerald Publishing, we support the innovative and appropriate use of artificial intelligence (AI). However, for your interview, please avoid using these tools to prepare your answers, but share your experiences and skills in your own words. This helps us understand your unique abilities and ensures a fair evaluation for everyone.

In the next slides we have included the stages you can expect if you apply for a role at Emerald.



Our Interview process

Our application and interview process looks like this:

Application

Your application will be made by completing a short form and attaching your CV.

This is then saved anonymously within our recruitment portal where all communication will be made from. You can communicate with the hiring manager via the portal if you have any questions whenever you like.

Once we've received your application, all members of the hiring panel (hiring manager and at least one other person) will review it. If you are a potential match, we'll schedule a screening interview over Microsoft Teams to learn more about your skills and experience. These are typically scheduled within 2 weeks of receipt of application.

Unfortunately, we're unable to provide feedback to unsuccessful candidates at this stage.

Screening Interview

A short interview (usually 30 mins) via Microsoft Teams will help us to understand more about you, why you applied and what your skillset is. This will allow us to assess if we can progress you to the 2nd stage interview (usually scheduled within a week of screening interview).

If you are unsuccessful, feedback will be provided so that you understand the reasons why we don't think you were right for the role this time.

2nd & final Interview

Following a successful screening interview, the hiring panel will conduct a longer interview (usually 60 mins, or 90 mins if a presentation or test is involved), again usually via Microsoft Teams. During this interview, the panel will spend more time getting to know you and understand more about your skills and experience and what you can bring to the role.

There will be the opportunity for you to find out more about us and the team you would work with. [For more technical roles, a test may be required and for more senior or creative roles, a presentation may be required. But all of this will be declared on the advert and a full brief will be given ahead of the 2nd stage interview].

If unsuccessful, feedback on your interview will be provided so that you understand the reason why.

What Happens After Your Final Interview?

If you are successful in the interview process, these are the next steps:

Offer of Employment

If successful after the 2nd stage interview, the hiring manager will call you to make you an offer and will outline all the information of your offer (salary, start date etc.). Following verbal acceptance, you will receive an offer in writing via email which will be sent via our recruitment portal, confirming what you have discussed on the phone with the hiring manager.

This offer will require an e-signature and will have a built-in expiry date, usually of a week, for you to sign and return to us.

After the letter has been signed, you will receive a contract of employment, and comprehensive information about the benefits we offer. If you would like to meet your team at any stage, we can arrange this.

Right to Work Checks

Before your employment formally begins, we need to make sure that you are legally allowed to work in the UK. To check your right to work we use TrustID as our certified provider.

You will need your mobile phone to scan a QR code to get started on the check and you should also have your ID document ready to upload. The document you will need will be either an in-date UK or Irish passport or a share code from the Home Office online checking service.

This is a quick and simple process, and the email comes with a handy online guide to help you through it.



Tips to Help You Prepare for the Interview Process

Competency-based & Behavioural Questions

What are Competency-based Questions?

Competency-based questions, also known as situational or scenario-based questions, are designed to assess specific skills or qualities deemed essential for the role. These questions often start with phrases like "Tell me about a time when..." or "Describe a situation where...". The aim is to understand how you've used your skills in past situations, providing concrete examples of your abilities.

What are Behavioural Questions?

Behavioural questions, on the other hand, are used to understand your character, work style, and how you handle various situations. These questions can help hiring managers predict your future performance based on your past behaviour. They might ask you to share experiences where you had to manage conflict, work under pressure, or demonstrate leadership.



Tips to Help You Prepare for the Interview Process

Competency-based & Behavioural Questions

There's no need to prepare answers for every possible question. Instead, spend some time reflecting on your past experiences and identify a variety of instances that could be applicable to a range of questions and effectively demonstrate your abilities, experiences, and potential. Here are some important factors to keep in mind when selecting examples:

Applicability

Choose examples that are closely related to the job requirements. Seek instances where you exhibited relevant skills, knowledge, or experiences. If you lack specific experience, identify instances where you can highlight transferable skills.

Effectiveness

Opt for situations where your actions had a substantial impact or yielded concrete results. Emphasise achievements or accomplishments that demonstrate specific outcomes.

Diversity

Offer a wide array of examples to illustrate your flexibility and adaptability. Include situations from various roles, projects, or experiences to demonstrate a comprehensive skill set.

Difficulty

Choose examples that showcase your ability to tackle challenges and solve problems efficiently. Emphasise situations where you encountered hurdles or tough decisions and successfully overcame them.

Tips to Help You Prepare for the Interview Process

Competency-based & Behavioural Questions

When formulating your examples, consider the following approach, known as the STAR method:

S

Scenario

Describe the context or situation you found yourself in. Provide sufficient detail for the interviewer to comprehend the scenario.

T

Task

Clarify the specific task or objective you needed to achieve within that situation. What were your responsibilities?

A

Action

Detail the steps you took to address the situation or task. Be explicit about your actions, including any skills or techniques you employed.

R

Result

Discuss the result of your actions and its impact on you. Include any quantitative or qualitative results, and what you learned from the experience.



Our Benefits

The physical and mental wellbeing of our employees is something we take seriously as a business, and we recognise the changing needs of our workforce as we move to more hybrid ways of working.

At Emerald Publishing, we offer a range of benefits designed to support our employees' wellbeing and professional growth. These include competitive pay, flexible working arrangements, comprehensive health and wellbeing programs, and opportunities for continuous learning and career advancement. We also provide a generous leave policy, a robust pension scheme, and various employee discounts. For more detailed information, please visit our [Benefits and Pay page](#).

Our Benefits

The Important Things...

Pension Scheme

The Company has a Group Personal Pension Scheme with Scottish Widows which is administered by Aon Hewitt. All new recruits will be auto-enrolled into the pension scheme on the 1st of their third month of service. Employees will benefit from an employer contribution of 6% of their basic salary; employees will also be required to contribute a minimum of 2% of their basic salary.

Annual Holiday allowance

38 days inclusive of public holidays. Option to buy or sell up to 5 days holiday per year.

Annual Performance related Bonus Scheme

An annual bonus payment will be made in March, based on performance (company and individual) during the previous financial year.

Income Protection Scheme

In the event of an accident or long-term illness, all permanent employees will be included in Emerald's non-contributory Group Income Protection Insurance Scheme. Claims from the Scheme may be made after 2 years' service, once an employee has been absent for a continuous period of 26 weeks (benefit is calculated at 75% of salary earned at the previous January).

Life Assurance Policy

You will become eligible to join the Company's Life Assurance Scheme after 3 months' service. In the event of death, a lump sum equal to 4 x your current salary will be payable to a nominated beneficiary.

- Seasonal Flu Jabs
- Cycle to Work Scheme
- Employee Assistance Programme
- Wellness Activities/Schemes
- Free Eye Tests & Contribution towards Gym Classes
- Onsite Gym
- Enhanced Maternity/ Paternity/Adoption
- Parental/Shared Parental Leave
- Flexible/Hybrid Working
- Other Enhanced Family Entitlements
- Emerald Extras – Discounts/Cashbacks Schemes
- 2 Annual Volunteering Days
- Our Charity Group
- ED&I Activities
- Internal Training
- Gem Awards
- Three Cheers!
- Moments that Matter Days
- Coaching & Mentoring
- Access to LinkedIn Learning



Our Office

We perform at our best when we feel trusted and are able to choose an approach to working that suits us best, which is why we are a remote-first company. However, we also believe in face to face collaboration, and our UK colleagues meet once a month for team time and quarterly for company get togethers in our Leeds office.

We are situated on the 5th floor of Northspring on Wellington Street in Leeds City Centre, just a few minutes walk from Leeds train station.

We have access to shared facilities in the building which include:

- **Meeting rooms and board rooms**
- **Podcast studios**
- **Breakout spaces**
- **Fitness Hub (gym & fitness studio, showers, locker storage)**

The office also has access to a roof garden - with outdoor seating areas and plants and greenery, where we like to run wellbeing activities in the summer and social events.

We also partner up with Hubble co-working spaces across the UK, for those of us who want more in-person collaboration and social interaction with local colleagues when not based in Leeds.



We hope that this document has addressed many of your questions and provided you with a clear insight into the collaborative environment at Emerald Publishing. Being part of our team means embracing innovation and collaboration. We look forward to the possibility of you joining us and contributing to our shared success.

