



WebScheduler Local

A PRACTICAL GUIDE FOR SOUTH AFRICAN SMALL BUSINESSES

HIRING GUIDE

Hire well. Hire safely.

How to write a job post people answer, post it on WebScheduler Local, choose fairly between applicants, check that they are who they say they are, and make an offer that keeps you on the right side of the law.

1

Define the
role

2

Write the post

3

Post it

4

Shortlist

5

Interview

6

Vet

7

Offer

This guide is general information, not legal advice. For a specific situation, speak to a labour law practitioner or the Department of Employment and Labour.

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Seven steps from vacancy to first day.

Most hiring mistakes happen before the interview: a vague post, the wrong requirements, or skipping the checks because the candidate seemed nice. Follow the steps in order and each one makes the next easier.

- 01 Define the role**
Decide what the person will actually do, what they must have, and what you will pay, before you write a word. [PAGE 3](#)

- 02 Write the post**
A clear title, an honest description, real requirements and the pay. [PAGES 4 TO 6](#)

- 03 Post it on WebScheduler Local**
From your Verified profile, set up so eligible vacancies can appear in Google's job search. [PAGE 7](#)

- 04 Shortlist fairly**
Score every applicant against the same criteria, taken straight from your post. [PAGE 8](#)

- 05 Interview**
The same questions for everyone, about real situations, and nothing you are not allowed to ask. [PAGE 9](#)

- 06 Vet**
Identity, qualifications, references and, only where the job needs it, criminal and credit checks, with consent. [PAGES 10 AND 11](#)

- 07 Offer and onboard**
Written particulars, UIF registration, and a proper reply to everyone you did not choose. [PAGE 13](#)

The rule that runs through all seven steps. Applicants for a job are protected from unfair discrimination in the same way employees are¹. Every requirement, question and check should be about the job.

Know what you need before you advertise.

Ten minutes of thinking here saves hours of reading applications from people who were never right for the job.

Answer these first

- ☐ **What will this person do in a normal week?** List five to eight real tasks. These become your description.
- ☐ **What must they already be able to do on day one?** Keep this list short. Each item must be needed to do the job.
- ☐ **What would be useful but can be learned?** These go under nice to have, not requirements.
- ☐ **What will you pay?** A range is fine. Check it against the national minimum wage and any bargaining council or sectoral rules for your industry.
- ☐ **Hours, place and start date.** Full time, part time or contract; on site, at clients or remote; when you need them.
- ☐ **Who decides?** Name the person who will read applications and make the final call.

THE LAW

From 1 March 2026 the national minimum wage is **R30.23 for each ordinary hour worked**². Some sectors and categories of worker have their own rates, so check yours.

Requirements must belong to the job

It is not unfair discrimination to distinguish between applicants on the basis of an **inherent requirement of the job**¹. A driver's licence for a delivery role passes that test. "Own car" for an office receptionist does not. Before you list a requirement, ask: could someone do this job well without it? If yes, it belongs under nice to have, or nowhere.

Write a post people actually answer.

The WebScheduler Local job form is built around the parts of a post that matter. Here is what goes in each one.

FIELD ON THE FORM	WHAT TO WRITE
Job title	The plain name of the job, as a candidate would search for it: "Receptionist", "Plumber", "Junior bookkeeper". No codes, dates, salary or company name in the title; Google's job search does not allow them ³ .
About the role	Three to five sentences: what the business does, what this person will spend their days on, and who they will work with. Write it in your own voice.
You may be a good fit if you	Your real requirements, one per line. At least two. Each should pass the inherent requirement test on page 3.
Strong candidates may also have experience with	The useful extras. Optional. Keeping these separate stops good people ruling themselves out.
Representative projects	Examples of real work the person will do. Optional, but nothing describes a job better.
Logistics	One fact per line. Write Label: value to make the label bold, for example "Hours: Monday to Friday, 08:00 to 17:00".
Category, province, town	Where the job is and what kind of work it is, so the right people find it. Tick remote if the job can be done from home.
Job type	Full time, part time, contract, temporary, internship or learnership, or volunteer.
Pay period and salary	Per hour, day, week, month or year, with a from and to amount.

SHOW THE PAY

Posts that show pay get more applicants and rank higher in Google's job search. Google asks for the actual base salary, as provided by the employer³.

What a good post looks like.

A complete example, using every field on the form. It is invented for illustration; use it as a pattern, not a template to copy word for word.

Front desk coordinator

Physiotherapy practice · Centurion, Gauteng · **Part time** **R12 000 to R14 000 per month**

ABOUT THE ROLE

We are a three therapist physiotherapy practice in Centurion. You will be the first person our patients meet: booking and confirming appointments, checking patients in, handling medical aid queries and keeping the day running on time. You will work alongside our practice manager and report to her.

YOU MAY BE A GOOD FIT IF YOU

- Have at least one year of front desk, reception or customer service experience
- Are comfortable with a computer and online booking system
- Write clear, polite emails and messages in English
- Stay calm and friendly when the waiting room is full

STRONG CANDIDATES MAY ALSO HAVE EXPERIENCE WITH

- Medical aid claims or a medical practice
- A second South African language

REPRESENTATIVE PROJECTS

- Cutting missed appointments by confirming every booking the day before
- Keeping the practice's online profile hours and services up to date

LOGISTICS

- **Hours:** Monday to Friday, 08:00 to 13:00
- **Start:** 1 December 2026
- **Closing date:** 15 November 2026

Notice what is missing: no age, gender, appearance or "mother tongue" requirement, and nothing that is not needed to do the job.

Words that turn away good people.

The Employment Equity Act prohibits unfair discrimination on grounds including race, gender, sex, pregnancy, marital status, family responsibility, ethnic or social origin, colour, sexual orientation, age, disability, religion, HIV status, conscience, belief, political opinion, culture, language and birth¹. Applicants are covered as well as employees. Most problems in job posts are careless wording, not bad intent.

AVOID	WRITE INSTEAD	WHY
Young, energetic team player	Enjoys a busy, fast moving environment	Age is a listed ground; describe the work, not the person.
Female receptionist	Receptionist	Gender is a listed ground.
Must be under 35	At least three years of relevant experience	State the experience you actually need.
English mother tongue	Fluent in written and spoken English	Language ability can be a requirement; where it was learned cannot.
Must have own car	Valid driver's licence and own vehicle (the role involves daily client visits)	Only where travel is part of the job, and say why.
Neat, attractive appearance	Professional presentation with clients	Appearance is not a skill.
No smokers, no gaps in CV	Leave it out	Not related to doing the job.

Designated employers. If your business has an employment equity plan, you may state a preference in line with that plan. Affirmative action measures consistent with the Act are not unfair discrimination¹.

Posting on WebScheduler Local.

Posting vacancies is part of the Verified Business badge. Job listings cost nothing extra on top of the R29.99 a month, and there is nothing to pay until your documents are checked.

01 Get verified

Upload your business registration document and your ID at local.webscheduler.co.za/verified.

02 Post from your profile

Sign in to your dashboard and post from your business profile. Posts from a profile go live straight away.

03 Fill in the form

Use the field guide on page 4. Your email is used for a confirmation link and is never shown publicly.

04 Choose how people apply

Give an email address for applications, or a link to apply on your own website. Applicants never see your email address: they apply through a form on the site and it is forwarded to you.

05 Set a closing date

If you leave it empty, the post closes after 30 days. You get an email before it closes so you can renew it if you are still hiring.

06 Confirm and post

Confirm that the vacancy is real and that applicants will never be asked to pay a fee, then select Post the job.

How your vacancy can reach Google's job search

Each vacancy is set up so it is eligible to appear in Google's job search³. Google decides what it shows, but it will not show posts that:

- ✗ have expired, which the closing date and 30 day limit take care of
- ✗ give applicants no way to apply
- ✗ have an incomplete description
- ✗ require payment from applicants
- ✗ describe a job that does not exist

Score every applicant the same way.

A simple scoring sheet makes your decision faster, fairer and easier to explain if anyone ever asks why they were not chosen.

A shortlisting sheet you can copy

CRITERION, TAKEN FROM YOUR POST	APPLICANT A	APPLICANT B	APPLICANT C
One year of front desk experience	0 1 2	0 1 2	0 1 2
Comfortable with booking software	0 1 2	0 1 2	0 1 2
Clear written English	0 1 2	0 1 2	0 1 2
Medical aid experience (extra)	0 1	0 1	0 1
Total			

0 means no evidence, 1 means some, 2 means clear evidence. Score requirements out of 2 and extras out of 1, so the extras break ties without outweighing the essentials.

Good habits

- ✓ **Decide the criteria before you read the first application.** Take them straight from the post.
- ✓ **Acknowledge every application**, even with a short message. It costs nothing and protects your reputation.
- ✓ **Make a short phone call before interviewing.** Ten minutes to confirm availability, pay expectations and interest saves a wasted interview.
- ✓ **Ask only for what you need at this stage:** a CV and contact details. ID numbers, bank details and certificates come later, from people you are seriously considering.

Same questions, real situations.

Ask every candidate the same core questions, and ask about things they have actually done. Past behaviour is a better guide than promises about the future.

Good questions

- ✓ Tell me about a time a customer was unhappy. What did you do?
- ✓ Walk me through a normal day in your last job.
- ✓ What booking or accounting software have you used, and for what?
- ✓ Tell me about a mistake you made at work and how you fixed it.
- ✓ Why this job, and why now?
- ✓ What would you need from us in your first month?

Never ask

- ✗ Are you pregnant, or planning to have children?
- ✗ Are you married? Who looks after your children?
- ✗ How old are you?
- ✗ What is your religion, or which church do you go to?
- ✗ Do you have HIV, or any illness?
- ✗ Where are your parents from?

THE LAW

These questions touch on grounds listed in the Employment Equity Act and can amount to unfair discrimination against an applicant¹. If something is relevant, such as being able to work Saturdays, ask about the requirement itself: "This role includes two Saturdays a month. Can you work those?"

Practical tests

A short task that mirrors the job, such as drafting a booking confirmation or fixing a leaking tap, tells you more than any question. Keep it short and relevant, and do not use a trial as free labour. Psychological tests and similar assessments may only be used if they have been scientifically shown to be valid and reliable, can be applied fairly to all employees, and are not biased against any employee or group⁴. Medical testing of applicants is prohibited unless legislation permits or requires it or it is justifiable for the job, and HIV testing needs a Labour Court ruling¹.

Check before you commit.

Vet only your final one or two candidates, only for what the job needs, and only with their written consent.

CHECK	WHEN TO RUN IT	HOW
Identity	Always, for the person you intend to hire	See the original ID document or smart card and compare it with the person in front of you.
Right to work	Always, for foreign nationals	Check a valid visa or permit that allows this employment. Employing someone without one is prohibited ⁵ .
Qualifications	When the job requires the qualification	Verify with the institution or through SAQA, with consent. Falsely claiming a qualification is an offence carrying up to five years in prison ⁶ .
References	For your final candidates	Speak to at least two previous employers or supervisors the candidate names, with their consent. Use the questions on page 12.
Criminal record	Only where relevant to the role, such as handling cash, children or clients' homes	Written consent, then a SAPS fingerprint check or an accredited screening provider ⁷ .
Credit	Only where the job requires honesty in dealing with cash or finances	Written consent, through a registered provider. The National Credit Act regulations limit credit checks for employment to these roles ⁷ .
Social media	Rarely, and only for what is public and relevant	Tell candidates in advance that you may look, and why ⁷ .

A check is not a verdict. If something comes up, give the candidate a chance to explain before deciding. An old, minor offence unrelated to the job is rarely a fair reason to reject someone.

Treat CVs like customer records.

Every CV contains personal information, and the Protection of Personal Information Act (POPIA) applies to it. For a small business, that comes down to six habits.

- ✓ **Collect only what you need** for the stage you are at. Information must be adequate, relevant and not excessive for its purpose⁸.
- ✓ **Tell applicants** what you collect, why, who will see it and how long you will keep it⁸.
- ✓ **Get written consent before any background check**, and say which checks and which providers you will use⁷.
- ✓ **Take extra care with criminal information.** Information about criminal behaviour is special personal information under POPIA, with stricter rules⁸.
- ✓ **Keep applications secure:** one folder or inbox, not printed CVs on the front desk or forwarded to personal email.
- ✓ **Do not keep them longer than you need to.** POPIA does not allow records to be kept longer than necessary for their purpose⁸. Choose a period, tell applicants, and delete unsuccessful applications when it ends.

CONSENT WORDING YOU CAN ADAPT

"I consent to [business name] verifying my identity, qualifications and employment history, contacting the references I have provided, and [only if relevant: obtaining a criminal record check / a credit report] through [provider], for the sole purpose of assessing my application for the position of [job title]. I understand this information will be kept securely and deleted [period] after the position is filled if I am not appointed."

Signed _____ Date _____

WebScheduler Local helps here. Applicants apply through a form and never see your email address, so you are not publishing contact details that attract spam.

Job scams hurt real employers too.

In Visa's 2026 study, 37% of South Africans said they had experienced a financial scam in the past year⁹. Fake job offers that ask for an "admin fee" are a familiar version. When scammers copy real businesses, the business's reputation pays.

- ✓ **Never ask applicants for money:** no registration, training, uniform or admin fees. Private employment agencies are not permitted to charge work seekers fees¹⁰, Google's job search will not show posts that require payment from applicants³, and every WebScheduler Local post confirms that applicants will never be asked to pay.
- ✓ **Do not ask for ID numbers or bank details in the application.** Collect them only from the person you appoint.
- ✓ **Say in your post how you will contact applicants**, so a message from anyone else stands out.
- ✓ **Interview in person or by video** before an offer, and put the offer in writing on your letterhead.

Reference check questions

ASK EVERY REFEREE THE SAME QUESTIONS

1. In what role and for how long did [name] work with you?
2. What were their main responsibilities?
3. What did they do particularly well?
4. Where could they improve?
5. How did they handle pressure or a difficult customer?
6. Why did they leave?
7. Would you employ them again? Why, or why not?

Confirm the referee is who they say they are: call the business's listed number rather than a cell number supplied with the CV.

Put it in writing, then register.

A verbal yes is a start. A clear written offer, followed by the written particulars of employment, prevents most disputes before they begin.

The written particulars

When an employee starts work, the Basic Conditions of Employment Act requires you to give them their employment particulars in writing¹¹, including:

- ✓ Your name and address as employer
- ✓ Their job title or a description of the work
- ✓ Where they will work
- ✓ The date employment starts
- ✓ Ordinary hours and days of work
- ✓ Pay, how it is calculated and how often it is paid
- ✓ The overtime rate
- ✓ Deductions
- ✓ Leave
- ✓ The notice period

Within your first weeks as an employer

- ☐ Register the employee for UIF and deduct and pay contributions every month
- ☐ Register for compensation for occupational injuries and diseases (COIDA) if you have not already
- ☐ Register for PAYE with SARS if the employee earns above the tax threshold
- ☐ Agree a reasonable probation period and what will be reviewed at the end of it
- ☐ Plan the first day: who meets them, what they will do, and the logins and keys they need

CLOSE THE LOOP

Tell every shortlisted candidate you did not choose, then close your post so you stop receiving applications.

Before you hire, tick every box.

Define and post

- ☐ Tasks, requirements and nice to have written down
- ☐ Pay checked against the minimum wage
- ☐ Every requirement passes the inherent requirement test
- ☐ Post wording checked against page 6
- ☐ Pay shown in the post
- ☐ Closing date set

Shortlist and interview

- ☐ Scoring criteria set before reading applications
- ☐ Every application acknowledged
- ☐ Same core questions for every candidate
- ☐ No questions on the never ask list

Vet

- ☐ Written consent signed
- ☐ Identity and right to work checked
- ☐ Qualifications verified where required
- ☐ Two references called
- ☐ Criminal and credit checks only where the job needs them

Offer and onboard

- ☐ Written offer sent
- ☐ Written particulars given on the first day
- ☐ UIF, COIDA and PAYE in place
- ☐ Unsuccessful candidates told
- ☐ Post closed, old applications deleted on schedule

Sources

1. Employment Equity Act 55 of 1998, sections 6, 7 and 9. acts.co.za/employment-equity-act
2. Department of Employment and Labour, national minimum wage notice effective 1 March 2026, as reported by Acts Online. acts.co.za/news
3. Google Search Central, Job posting (JobPosting) structured data. developers.google.com/search/docs/data-types/job-posting
4. Employment Equity Act 55 of 1998, section 8, as amended by Act 4 of 2022 (effective 1 January 2025).
5. Immigration Act 13 of 2002, section 38.
6. National Qualifications Framework Amendment Act 12 of 2019, as reported by BusinessTech, 28 April 2026.
7. Juta, Candidate Background Checks and POPIA; Dots Africa, POPIA compliant background checks, 1 June 2025.
8. Protection of Personal Information Act 4 of 2013, sections 10, 14, 18 and 26.
9. Visa, Stay Secure Study 2026, South Africa, released 9 June 2026.
10. Department of Labour on the Employment Services Act, via SAnews. sanews.gov.za/node/25476
11. Basic Conditions of Employment Act 75 of 1997, section 29.

General information, not legal advice. Laws and rates change; check the current position before you rely on it.



WEBSCHEDULER LOCAL JOBS

Post your vacancy where people are looking.

Verified businesses post vacancies straight from their profile, with applications forwarded to them and eligible posts set up for Google's job search. Job listings are included in the Verified badge.



local.webscheduler.co.za/jobs/post

Not verified yet? Start at local.webscheduler.co.za/verified
R29.99 a month. Nothing to pay until your documents are checked.