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| Last updated: | December 2021 |

**JOB DESCRIPTION**

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| Post title: | **Recruitment Administration Officer** | | |
| Standard Occupation Code: (UKVI SOC CODE) | 4138 (not sponsorable) | | |
| School/Department: | Human Resources | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 2b |
| Posts responsible to: | Recruitment Team Leader | | |
| Posts responsible for: | N/A | | |
| Post base: | Office-based | | |

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| Job purpose |
| To provide comprehensive, effective and efficient administrative support for end-to-end recruitment of all vacancies at the University, to agreed service standards. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Using Stonefish e-recruit as an expert user, coordinate and support recruitment requests from end to end and through each phase of recruitment, following the agreed processes and legislation, for all of the following:   * all contractual types at the University: casual, fixed term and permanent contracts * all job types: Management, Specialist and Administrative (MSA), Education, Research and Enterprise (ERE), Clinical Academic (CLIN), Research Nurse, Technical and Experimental (TAE), Community and Operational (CAO) * all types of permission to work in the UK: sponsored, international visas and UK nationals * named and sourced vacancies * Specialised contractual arrangements, including Marie Curie, KTPs, apprentices. | 40 % |
|  | Liaise with hiring managers, panel assistants and members, suppliers (including advertising agencies) and candidates to ensure that all parties carry out the required actions within a reasonable timeframe and assist with any queries. | 15 % |
|  | Using in depth understanding of UKVI requirements and ATAS, assess the actions required under University processes, and take any applicable steps in case a sponsored worker could be and/or is appointed. | 15 % |
|  | Work as part of the wider team to ensure Service Delivery standards are maintained and all vacancies progress smoothly through the stages of recruitment. Actively participate in the training of new colleagues. | 10% |
|  | Manage the Recruitment email inbox on a rota basis, providing accurate and timely advice and responses to internal customers and candidates, maintaining a high level of customer service. | 10% |
|  | Ensure that processes and work instructions are comprehensive and kept up to date, and provide input and recommendations for continuous improvements. | 5 % |
|  | Occasional project work or support for other teams within HR. | 3 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 2 % |

| Internal and external relationships |
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| Recruitment Team and Team Leaders  Wider HR Department, in particular: Ask HR, HR Transactions, HR Systems, HR Business Partners, Reward and Recognition.  Hiring Managers, Panel assistants and members  Suppliers including Advertising Agencies, DBS, NHS and UKVI  Prospective and appointed candidates |

| Special Requirements |
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| Excellent Customer Service skills. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds or equivalent qualification or experience.  Previous work experience within an administrative, HR, Recruitment or Customer Services role.  Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages.  Able to demonstrate a good knowledge of the role and its context.  Able to produce clear, accurate and concise written documentation.  Experience of analysing data and presenting summary information clearly. | Experience of an online recruitment system.  Experience of Resourcelink.  Experience of using a CRM system to manage work requests  Substantial operational experience.  Experience of all types of recruitment advertising. |  |
| Planning and organising | Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.  Able to identify and prioritise urgent tasks  Able to work well with minimum supervision. | Experience of working to Service Level Agreements |  |
| Problem solving and initiative | Able to independently solve a range of problems by responding to varying circumstances, whilst working within standard procedures. |  |  |
| Management and teamwork | Able to contribute to team efficiency through sharing information and constructively and proactively supporting others.  Able to adapt well to change and service improvements. |  |  |
| Communicating and influencing | Able to seek and clarify detail.  Excellent communication skills, both written and oral  Experience of providing advice on administrative procedures to colleagues and external customers.  Able to demonstrate own duties to other colleagues as required. |  |  |
| Other skills and behaviours | Able to demonstrate customer service excellence, maintaining professionalism and confidentiality at all times  Attention to detail and accuracy in particular related to contractual documentation |  |  |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |