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Job Description

Post title: **Recruitment Administration Officer**

Date last updated/evaluated: June 2025

Author:

Standard Occupation Code: Not applicable

School / Department: Human Resources

Faculty / Directorate: Professional Services

Job Family: Management, Specialist and Administrative (MSA)

Grade: Level 2b

ERE Pathway (if applicable): Not applicable

Post reporting to: HR Recruitment Team Leaders

Post line report(s): Not Applicable

Post base location: Hybrid: Campus / Home **:** One Guildhall Square

Job purpose:

To support the University’s recruitment and retention strategy by delivering an efficient, professional, and customer-focused recruitment service to Faculties and Services, covering both staff and casual worker appointments.

To ensure an excellent candidate and hiring manager experience, while maintaining compliance with relevant policies and employment legislation.

To contribute to wider HR initiatives and provide support on ad hoc projects within the HR Operations team.

## Key accountabilities and indicative time allocation:

1. **30%**

Lead on the coordination and delivery of recruitment campaigns (staff and casual workers) for an allocated Faculty or Service. Act as the main point of contact for stakeholders, candidates, and suppliers (e.g. advertising agencies). Manage the Recruitment/UniWorkforce inbox and respond to queries to ensure a high standard of service delivery.

1. **20%**

Provide advice and support to hiring managers and colleagues on the end-to-end recruitment process. Participate in the review and continuous improvement of recruitment procedures, suggesting enhancements as appropriate.

1. **10%**

Prepare and issue contracts of employment and associated documentation in line with defined procedures. Maintain accurate employee records to the highest standards of quality, confidentiality, and data integrity.

1. **10%**

Ensure job advertisements comply with University branding standards and recruitment process complies with legal requirements, including accessibility, equality (e.g. Disability Confident), and immigration regulations.

1. **10%**

Review and maintain recruitment process guidance to ensure documentation is current, clear, and aligned with policy and best practice.

1. **5%**

Maintain recruitment systems, including the e-Recruitment platform and employee database (e.g. Resourcelink), ensuring data is input accurately and efficiently to support the recruitment process.

1. **5%**

Accurately calculate employment-related entitlements, including salary, annual leave, and contractual provisions. Draft and sign correspondence with a focus on clarity, accuracy, and tone appropriate to the audience.

1. **5%**

Assist the HR department with ad hoc projects and general support within HR Operations team as required.

1. **5%**

Any other duties as allocated by the line manager following consultation with the post holder.

Internal and external relationships:

Other members of the department/University staff

External customers

# Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

**Knowledge, Experience and Qualifications**

Essential

* Relevant NVQ2/GCSE/City & Guilds or equivalent qualification or experience.
* Demonstrated ability in HR or Customer Services.
* Good understanding of all types of recruitment advertising.
* Good level of numerical and analytical skills with the ability to create insight from a broad range of data.
* IT literate including competent use of Microsoft Office, Word and Excel and experience of databases.
* Committed to customer service excellence, maintaining professionalism and confidentiality at all times.

Desirable

* Experience of an online recruitment system.
* Experience of ResourceLink.
* Substantial operational experience.
* Experience of all types of recruitment advertising.
* Awareness of relevant employment legislation related to the role (i.e. GDPR and Right to Work).

**Teamwork and Communication**

Essential

* Actively contributes to and supports the positive development of the team, readily sharing knowledge and learning in support of others. Ensures any supervised staff are clear about their role and responsibilities.
* Works effectively, independently and with minimum supervision. Seeks and clarifies detail as required.
* Excellent communication skills, both written and oral.
* Confident and concise when presenting information with highly developed interpersonal skills.
* Proven ability to manage stakeholder and customer expectations at all levels.
* Provides accurate and timely guidance and advice in a way that meets the needs of the customer.

**Planning, Organisation and Resource Management**

Essential

* Strong organisational skills demonstrating accuracy and attention to detail.  Effectively organises allocated work activities.
* Self-motivated and delivery focused, able to plan and prioritise workload to maximise effectiveness.

**Problem Solving and Initiative**

Essential

* Ability to think business, brand and customer and apply this to problem solving.
* Committed to continuous improvement, identifying and solving problems using standard practices and applying initiative as required.
* Ability to elicit information to identify need and then respond effectively in a time-pressured environment.
* Able to cope well under pressure especially during peaks in workload.

# Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “**^**”, using the agreed Occupational Health referral template [available from here](https://sotonac.sharepoint.com/teams/HealthWellbeing/SitePages/Occupational-Health.aspx). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

## Physical Environment

Working outside **^** Not applicable

Exposure to noise levels >80dbA **^** Not applicable

Working with dust or fumes **^** Not applicable

Working with skin irritants **^** Not applicable

Working with chemicals (industrial or cleaning) **^** Not applicable

Working in a confined space **^** Not applicable

Working at height **^** Not applicable

Working with sewage **^** Not applicable

Contact with cytotoxins **^** Not applicable

Exposure Prone Procedure (EPP) work **^** Not applicable

Contact with clinical specimens or pathology work **^**  Not applicable

Direct patient care or patient contact Not applicable

Exposure to temperature extremes Not applicable

Frequent hand washing Not applicable

Ionising radiation Not applicable

## Psychological and Social Environment

Working shifts **^** Not applicable

Working nights **^** Not applicable

Lone working Not applicable

Working with children Not applicable

Exposure to persons with challenging behaviourNot applicable

Working with larger groups Not applicable

## Equipment, Tools and Machines

Working with vibrating machinery or tools **^** Not applicable

Driving duties e.g. LGV, PCVs, forklift trucks **^** Not applicable

Food handling Not applicable

Contact with latexNot applicable

## Physical Abilities

Prolonged physical movements or actions e.g. walking **^** Not applicable

Prolonged Standing or Sitting **^** Not applicable

Moving or handling heavy loads **^** Not applicable

Repetitive pulling or pushing **^** Not applicable

Repetitive climbing (steps, stools, ladders, stairs) **^** Not applicable

Repetitive crouching, kneeling or stooping Not applicable

Repetitive lifting Not applicable

Fine motor grips (e.g. pipetting) Not applicable

Repetitive reaching below shoulder height Not applicable

Repetitive reaching at shoulder height Not applicable

Repetitive reaching above shoulder height Not applicable

# Behaviours

Our [Inclusion and Respectful Behaviour Policy](https://www.southampton.ac.uk/about/governance/regulations-policies/policies/inclusion-respectful-behaviour) describes the expectations of everyone who is a part of our community.

Our **Southampton Behaviours** (below) outline the responsibilities we each have in working collaboratively to achieve our University strategy.

**Personal Leadership**

- I take personal responsibility for my own actions and an active approach towards my development.

- I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly.

- I demonstrate pride, passion and enthusiasm for our University community.

- I demonstrate respect and build trust with an open and honest approach.

**Working Together**

- I work collaboratively and build productive relationships across our University and beyond.

- I actively listen to others and communicate clearly and appropriately with everyone.

- I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish.

- I proactively work through challenge and conflict, considering others’ views to achieve positive and productive outcomes.

**Developing Others**

- I help to create an environment that engages and motivates others.

- I take time to support and enable people to be the best they can be.

- I recognise and value others’ achievements, give praise and celebrate their success.

- I deliver balanced feedback to enable others to improve their contribution.

**Delivering Quality**

- I identify opportunities and take action to make improvements.

- I plan and prioritise efficiently and effectively, taking account of people, processes and resources.

- I am accountable for tackling issues, making difficult decisions and seeing them through to their conclusion.

- I encourage creativity and innovation in others, to deliver workable solutions.

**Driving Sustainability**

- I consider the impact on people before taking decisions or actions that may affect them.

- I embrace, enable and embed change effectively.

- I regularly take account of external and internal factors, assessing the need for change, and gaining support to move forward.

- I take time to understand our University strategy and communicate this to others.