

Post Specification

Post Specification - Key Information

- **Post Title: Recruitment Administrator**
- **Date: March 2025**
- **Post Group Number: 8224**
- **Job Family: Business Support**
- **Job Family Role Profile: BS7**
- **Final Grade: Grade 7**

To be read in conjunction with the job family role profile.

Service Area Description

Recruitment and DBS Administration - within the Workforce and Resources Team in Enabler Services.

The Workforce and Resourcing Team sits within the HR service, providing comprehensive support on both immediate and strategic resourcing needs, including retention and workforce planning. The service provides support specifically in relation to compliance, candidate attraction, service improvement, candidate journey and recruitment processes.

Purpose of this Post

To assist the Team Leader to deliver a high quality recruitment service that meets the customer needs both internal and external whilst optimising technology and improved processes to deliver an excellent customer experience.

Key Job Specific Accountabilities

1. To work as part of a team providing responsive, flexible, effective and efficient administrative support and undertake administrative tasks to support delivery of directorate services for both internal and external customers.
2. Liaise with managers/general public as required to support statutory timescales and requirements, and ensure confidentiality is adhered to.
3. Liaise with customers and other stakeholders (internal and external) ensuring a high level of customer service with a courteous and professional approach to queries, including with customers who may be challenging. This will include communicating across various channels including, but not limited to, face to face, telephone, mail and electronic media.
4. To provide information and explanatory responses to queries and provide advice on more complex queries from external and internal customers and in doing so, undertake problem solving, maintain data integrity and ensure information is managed in a secure way.
5. To contribute to the daily workflow supporting team working and providing support and instruction to both new and existing colleagues and customers if required.
6. Contribute to the continuous development of the team to achieve service level agreements and meet Council Service Plan priorities.
7. To support service development through identifying improvements and making recommendations which are relevant to recruitment and DBS administration, such as systems and procedures.

8. To develop and maintain effective working relationships across the team , supporting with all aspects of the recruitment and DBS administration service and other directly related services as appropriate, including HR Admin and Payroll. .
9. To support the organisation in an emergency response as required.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** Provide instruction and training for colleagues on areas of work as necessary.
- **Other:** None

Essential Criteria

- **Qualifications:**
 - NQF or NVQ Level 2 or 3, or equivalent experience or knowledge in the relevant work area.
 - Willingness to undertake training to support delivery of the service
- **Knowledge:**
 - ICT literate
 - Can demonstrate a working knowledge of processes, procedures and range of systems and how to apply them within a complex service area
- **Experience:**
 - Experience of MS office software
 - Experience of working within an office in a large complex organisation
 - Experience in customer service and dealing with Stakeholders Inc. dealing with the public
 - Proven experience of using databases and manual record systems;
 - Proven experience of the maintenance of accurate records and working to deadlines
 - Proven experience of delivering an enhanced customer service
- **Expertise:**
 - Ability to work across service areas both flexibly and adaptable to change. (Essential expertise required for the post)

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** N/A
- **Physical Demands:** N/A
- **Working Conditions:** N/A

Other Factors: