

JOB DESCRIPTION

JOB DETAILS	
Job Title	Recruitment Administrative Assistant
Reports to	Recruitment Line Manager
Band	Band 2
Department/Directorate	Recruitment/People Division

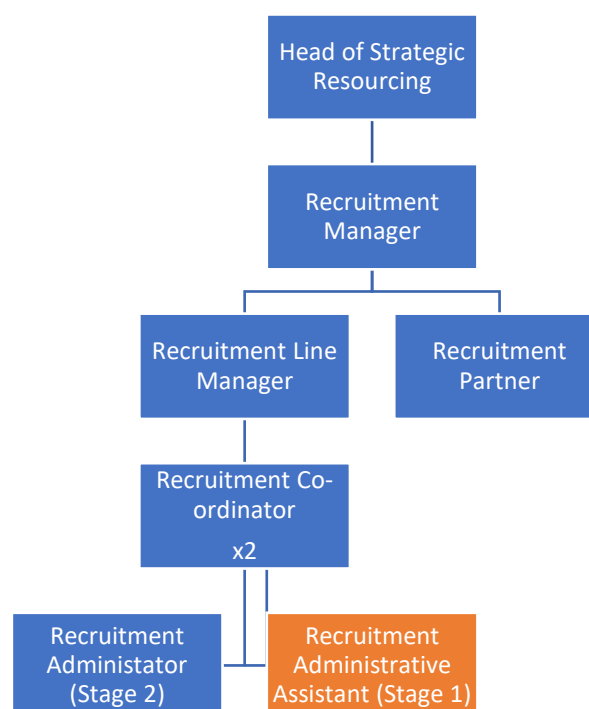
JOB PURPOSE
Being responsible for Stage 1 of the recruitment process – advertising, shortlisting, inviting candidates to interview, processing interview paperwork, managing the Recruitment Inbox and supporting the Recruitment Administrators on a daily basis. Acting as part of the recruitment team to action all details on the employment lifecycle of an employee of the Trust from recruitment to contract.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
• Acting as first point of contact for new recruitment queries. • Managing queries received via Eva tickets or into the recruitment inbox • Advertising vacancies on Career Gateway and publishing on NHS jobs. Liaising with managers to ensure adequate information is received in order to advertise. • Assist managers in deciding on a suitable advertising method. Use recruitment knowledge to ensure optimum audience is targeted for a vacancy. • Assisting recruiting managers with shortlisting and interview invites where needed • Checking paperwork received post interview and allocating to stage 2 team with support of recruitment co-ordinators • Supporting with vacancy control panel paperwork where required • Supporting with other ad-hoc duties where service requires • Create, update and/or maintain HR records via HR systems including the Electronic Staff Record system, Healthroster, Career Gateway and NHS Jobs.

KEY WORKING RELATIONSHIPS
Areas of responsibility: (type of work undertaken) No. of staff reporting to this role: (If applicable) The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day-to-day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media. Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
- Recruitment Manager - Service Managers - Recruiting Managers - Employees of the trust (clinical and non-clinical) - Internal Applicants	- Applicants - Colleges and Universities - Companies – seeking references - External recruitment agencies - Other NHS organisations

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder is guided by Standard Operational Procedures and will organise own workload on a day to day basis and work within Trust policies and procedures. Use initiative to deal with routine matters and refer more complex queries to a supervisor or other appropriate colleague.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisation's standards of customer care when receiving and welcoming clients, taking messages and dealing with enquiries in a confidential and sensitive manner this could be face to face or over the phone, for example dealing with appointments and admissions. The post holder will ensure messages are passed on to the appropriate person. The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others. Liaising with managers and candidates in person, via telephone, letter and/ or via email.

ANALYTICAL/JUDGEMENTAL SKILLS

Assess and prioritise verbal, electronic and written information. Assist as far as possible in non-medical enquiries ensuring that all non-routine and medical enquiries are referred to the appropriate person. Make judgements on facts or situations, some of which require analysis, such as resolving appointment and booking issues

PLANNING/ORGANISATIONAL SKILLS
Deliver day to day activities and plan straightforward tasks e.g. amendment to bookings. The post holder will be responsible for organising their own work load.
PATIENT/CLIENT CARE
The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients' and carers.
POLICY/SERVICE DEVELOPMENT
To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.
FINANCIAL/PHYSICAL RESOURCES
To monitor stock levels of stationery, receive deliveries and report maintenance faults. To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.
HUMAN RESOURCES
Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.
INFORMATION RESOURCES
Daily use of relevant IT programmes related to department activity.
RESEARCH AND DEVELOPMENT
Comply with Trust requirements and undertake surveys as necessary to own work.
PHYSICAL SKILLS
Use standard keyboard skills in day to day activities. The post requires the operation of a switchboard.
PHYSICAL EFFORT
Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day. The post holder will undertake filing on a daily basis and complete photocopying, as and when required. The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a frequent/occasional basis for several short periods/several long periods during the shift.
MENTAL EFFORT
The work pattern will be unpredictable with frequent interruptions. There will be an occasional requirement for concentration for data entry.
The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust.
EMOTIONAL EFFORT
Frequently manage difficult situations, which may arise with abusive clients and telephone callers. Occasionally these may need to be referred to a senior member of staff.
WORKING CONDITIONS
Use display screen equipment for substantial proportion of working

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DSE) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

PERSON SPECIFICATION

Job Title	Recruitment Administrative Assistant
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Minimum of 3 qualifications to include GCSE grade A-C/4-9 in English and Maths or equivalent experience	X	
NVQ 2 in Administration or equivalent experience	X	
KNOWLEDGE/SKILLS		
Able to problem solve	X	
Able to work quickly, methodically and accurately	X	
Able to demonstrate a basic knowledge of Agenda for Change conditions of service		X
Excellent interpersonal skills	X	
Proven strong administration skills	X	
Accurate data entry	X	
Excellent telephone manner	X	
Knowledge of IT databases and computer systems	X	
Comprehensive PC skills - databases, word-processing, email, Excel	X	
Ability to liaise and communicate with staff at all levels	X	
Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to candidates and managers	X	
EXPERIENCE		
Previous clerical and computer experience gained in a working environment	X	
Previous experience of working in an HR environment		X
Experience of Recruitment and selection Processes		X
Demonstrate knowledge and ability to use Word and Excel	X	
Previous experience of NHS Systems, ESR or Oracle systems, NHS jobs, Healthroster		X
PERSONAL ATTRIBUTES		
Deliver high customer service with good communication / interpersonal skills	X	
Ability to be a team worker	X	
Ability to work in a busy environment, meet deadlines and prioritise effectively	X	
Adaptable and Flexible – (may be required to attend evening / weekend job fairs	X	
OTHER REQUIREMENTS		
Appreciation of and ability to work in a confidential environment	X	
Ability to travel between sites	X	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y	X			
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	Y			X	
Working in isolation	N				
Challenging behaviour	Y	X			