

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Recruitment Partner
<b>Reports to</b>	Recruitment Line Manager
<b>Band</b>	Band 4
<b>Department/Directorate</b>	People Division

JOB PURPOSE
<p>This post is a key customer and candidate-facing role with the primary focus of providing high quality, innovative advice and solutions aimed at ensuring the Trust finds, appoints and retains the right people. The postholder will contribute to the provision of a comprehensive recruitment service, ensuring the timely appointment to vacancies across all (non-medical) staff groups.</p> <p>The postholder will undertake the role of team supervisor.</p>

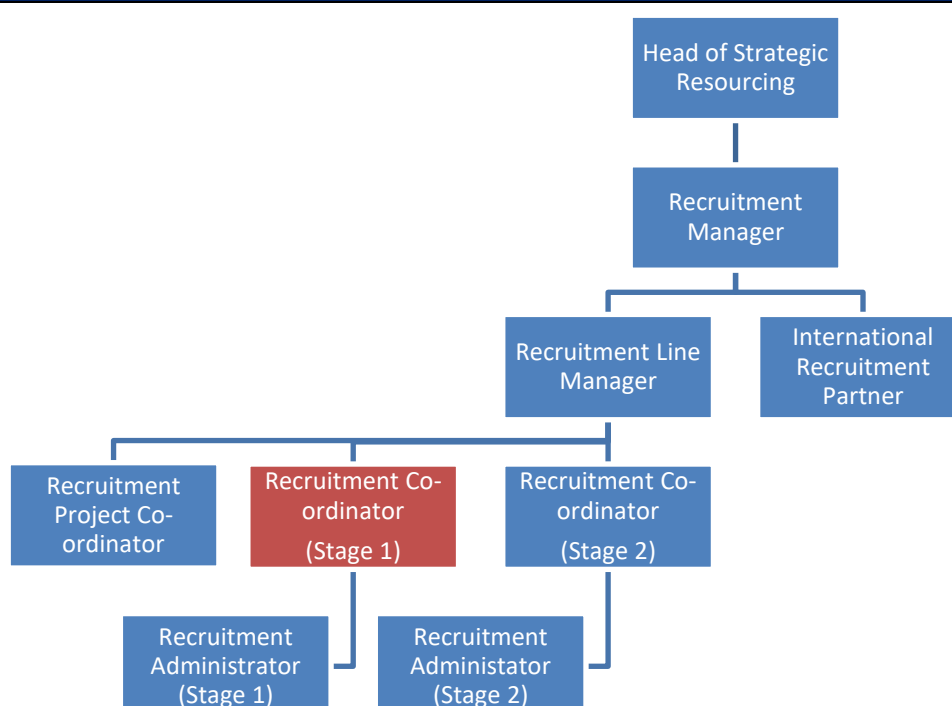
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>Tasks will include, but will not be limited to:</p> <ul style="list-style-type: none"> <li>• Review of adverts before they are published, providing tailored feedback to the recruiting manager in order to give the advert the best chance of success in the marketplace.</li> <li>• Identify adverts suitable for additional promotion and campaign – working closely with Resourcing and Marketing colleagues in the delivery of this.</li> <li>• Identify technology and process improvements, no matter how minor, to maximise advert effectiveness and stakeholder experience. For example, identify roles which may benefit from advert templates, new/bespoke application forms/questions and other selection processes. Work with colleagues in the wider Resourcing team to implement these.</li> <li>• Generate candidate and recruiting manager feedback on process with a view to continuously make improvements.</li> <li>• Fulfil tasks and work as part of the wider Strategic Resourcing Team to ensure quality and efficient recruitment and onboarding services are delivered in line with Trust plans.</li> <li>• Support the stage 1 team with escalated queries, training and help identify training needs of the team. Allocate and coordinate the workload of the team, ensuring the performance is maintained and processes are delivered within agreed timescales and in line with the Trust's KPIs.</li> <li>• Maintain the integrity of data for accurate internal and external reporting through system housekeeping and ensure accurate data input. Audit recruitment output on a regular basis to ensure accuracy and alignment to plan.</li> <li>• Proactively contribute to future planning and development of the recruitment services.</li> <li>• Support the team with attendance at recruitment events, locally or nationally (these may fall at the weekends and will be discussed in advance).</li> </ul>

## KEY WORKING RELATIONSHIPS

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"><li>• All managers</li><li>• Clinical and non-clinical staff</li><li>• Internal Applicants</li><li>• Payroll and Pension Department</li><li>• Occupational Health Department</li><li>• Talent and Learning Department</li></ul>	<ul style="list-style-type: none"><li>• Applicants</li><li>• External Recruitment Agencies</li><li>• Other NHS Organisations</li><li>• Companies to seek references</li></ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

The postholder will work within Trust policies and procedures, particularly those related to recruitment. They will work on their own initiative to deal with routine matters and complex queries related to recruitment and resourcing, taking advice from the line manager if required.

Their work is managed rather than supervised, and the postholder will organise their own workload on a day-to-day basis. They will supervise the Recruitment Administrators in the Stage 1 Recruitment Team.

## COMMUNICATION/RELATIONSHIP SKILLS

The postholder will review adverts, evaluating their suitability for publishing and provide feedback to recruiting managers where adverts application processes fail the agreed standards. This will require them to provide detailed feedback both in writing and in person, using tact and diplomacy where the subject matter is not straightforward and knowledge of the recruitment process and resourcing strategy is complex and unknown to the audience.

The postholder will communicate with a wide range of people, from candidates and attendees at career events to recruiting managers and stakeholders in the recruitment process and external partners. The post holder will be required to maintain and build upon internal/external relationships, to communicate

effectively with key stakeholders and be an ambassador of the organisation, sometimes representing at very senior/board level appointments. They will need to deploy negotiation and influencing skills to support the planning and organisation of recruitment projects.

The post holder will be expected to behave in accordance with – and be an ambassador for - the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

## **ANALYTICAL/JUDGEMENTAL SKILLS**

The postholder will need to possess good analytical and judgment skills to help them to resolve queries in both recruitment and resourcing.

The postholder will support the team with projects, which will require them to problem solve, compare options available and facilitate event or campaign evaluation. The post holder will proactively review all adverts before advertising to provide advice and guidance to maximise potential of the advert with a 'get it right first time' philosophy. The postholder will use their judgement on which adverts require attention and to liaise as appropriate with the recruiting manager to provide tailored feedback.

The post holder will proactively review adverts that have not attracted a desirable number of applicants either whilst live or shortly after closing, review and consider the barriers to attraction, ensuring that the job advert was set up correctly in the system, and provide bespoke feedback to the recruiting manager to help them achieve success in future campaigns.

The post holder will also be involved in analysing candidate and recruiting manager feedback on their recruitment journeys, creating and supporting action plans through to project completion.

There is also a requirement to prepare recruitment and resourcing reports and ensure that the data withstands interrogation and scrutiny.

The postholder will use their judgement on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies. This will include highlighting and resolving problems relating to recruitment, job description/evaluation queries and system questions and progressing a risk-based decision within the scope of the role, escalating as required.

## **PLANNING/ORGANISATIONAL SKILLS**

The postholder will need to use their strong planning and organisation skills to maximise their efficiency in this fast-paced role.

Examples of this include, but are not limited to, working with the Recruitment Manager and Resourcing and Job Evaluation Manager (as appropriate) to plan resourcing campaigns and recruitment events, which can be booked up to a year in advance and beyond. Recruitment events and resourcing campaigns will require the postholder to work with other external partners, charities, community interest groups and agencies, bringing them into the planning at the appropriate stage and tracking progress against delivery timelines using recruitment systems available. They will also attend occasional meetings to take notes to facilitate the smooth running of the meeting and actions thereafter and feedback actions to the recruitment and resourcing teams for prompt resolution/action, tracking progress and prompting, as required.

The post holder will organise their own day to day activities and tasks and allocate work to staff within their team and other areas of the recruitment and resourcing team, as appropriate. Arrange staff cover as and when necessary to ensure that an efficient service is maintained.

Be familiar with, and maintain the process journey of the advertising, shortlisting and interview experience for all stakeholders.

Planning training activity relating to the recruitment platform and feedback/listening sessions with recruiting managers or other stakeholders.

#### **PATIENT/CLIENT CARE**

The post holder is required to put the patient, as the first priority, at the centre of all activities. Contact with patients is incidental.

#### **POLICY/SERVICE DEVELOPMENT**

The post holder will propose changes for the betterment of the service and its administration, and will be expected to implement agreed changes.

#### **FINANCIAL/PHYSICAL RESOURCES**

The postholder will have responsibility for the security and order of stock items related to recruitment, and arranging training and training/event venues.

They will also have responsibility for managing the bookings of recruitment and marketing materials, include banners, leaflets, sundries, IT equipment (i.e. hand-held tablets), ensuring that these are returned fully and in good working order. They will also have responsibility for purchasing advert space in external printed and online publications.

To ensure the efficient and effective use of all resources used within the course of own duties, maintaining an awareness of the financial impact of inappropriate use.

#### **HUMAN RESOURCES**

The postholder will provide timely support, advice and guidance on making the most of our recruitment attraction strategies and technology in order to maximise overall recruitment efficiencies, including advert content, placement, effectiveness, training users and mapping candidates and roles to the correct onboarding processes.

The postholder will contribute to the design and delivery of training to support recruiting managers and colleagues get the best from the system. They will provide advice to managers on our inclusive recruitment practices and associated policies related to the area of work.

Complex queries will be escalated to the line manager or recruitment leads depending on the nature of the issue.

The post holder will supervise the Recruitment Administrators in the Stage 1 team, including workload allocation, guidance on prioritisation, and on-the-job training and identification of training needs.

#### **INFORMATION RESOURCES**

The postholder will be a key user of the recruitment system, and provide technical support to system users.

They will have daily use of IT programmes including the Trust recruitment systems, NHS Jobs and other job boards, spreadsheets and ESR. They will be required to produce documents and reports; be responsible for the effective inputting, storing and maintenance of information in the aforementioned systems.

In addition, they will be required to oversee the monitoring of recruitment timelines and reporting on delays in the process, aligned to KPIs. They will also collate information for ad hoc reports such as Freedom of Information requests and insights into advert productivity and marketing activity.

The postholder will have day-to-day responsibility for creating bespoke solutions in the recruitment system and provide first line support for system users.

Reviewing and updating the recruitment online resources, such as the Page Tiger documents, and links on the intranet will be completed by the post holder.

## **RESEARCH AND DEVELOPMENT**

The postholder will be expected to undertake surveys and/or audits in relation to their role.

## **PHYSICAL SKILLS**

Standard keyboard skills are required to support the taking of minutes, administration and day-to-day tasks.

## **PHYSICAL EFFORT**

This is an office-based post with a frequent requirement for sitting or standing in a restriction position at display screen equipment. The post holder may be required to undertake occasional moderate physical effort e.g. carrying IT equipment, recruitment marketing materials and documents to meetings and events.

## **MENTAL EFFORT**

There is a requirement for frequent concentration when answering queries, reviewing adverts and considering solutions, preparing statistical reports and supporting with technical queries. Interruptions are unpredictable.

## **EMOTIONAL EFFORT**

Exposure to distressing or emotional circumstance is rare.

## **WORKING CONDITIONS**

This is an office-based role and will use display screen equipment for substantial portions of the day. The post holder will also be required to travel between Trust sites, event locations where they will need to bring relevant materials with them.

## **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 (DES) 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.

## PERSON SPECIFICATION

<b>Job Title</b>	Recruitment Partner
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> Level 3 (e.g. NVQ, A Levels or equivalent) qualification or proven ability/experience gained through practice in a relevant subject.  Demonstrable experience of dealing with non-routine queries and administrative processes where problem-solving skills are regularly deployed and service improvements / practices have been made  CIPD Level 3 (CPP) or equivalent experience	E  E	D
<b>KNOWLEDGE/SKILLS</b> Strong knowledge of a range of administrative procedures that have been acquired through relevant training or experience,  Good IT and keyboard skills, including Microsoft products (Word, Excel, Outlook, Teams)  Excellent written and verbal communication skills to facilitate building good rapport with stakeholders  Good organisation, planning and problem-solving skills  Good attention to detail  Knowledge of the NHS recruitment practices  Knowledge of a variety of advertising practices, ideally in a variety of industry sectors.  Additional specialist knowledge of recruitment advertising and its administration practices and procedures acquired through formal training or experience  Good working knowledge of terms & conditions of service and relevant legislation e.g. employment law, GDPR  Strong English language and grammatical skills to support proof reading  Ability to manage own workload and to supervise the workload of others,  Awareness and understanding of inclusive recruitment practices	E  E  E  E  E  E  E  E  E  E  E	
<b>EXPERIENCE</b> Experience of ensuring deadlines are met.  Experience of first line supervision – including recruitment and development of administration staff and allocating of work.  Extensive experience of working in a busy Recruitment function– preferably in the NHS.	E	D  D

Extensive experience of working in an administration function including the use and maintenance of records and databases	E	
Experience of reviewing systems / processes to initiate change and improvements		D
Experience of proof reading, copy writing and writing in an engaging manner		D
Experience of working in a customer-facing role		D
<b>PERSONAL ATTRIBUTES</b>		
Good interpersonal skills and ability to nurture a high-performance team and culture	E	
Innovate, resourceful and flexible; able to respond to the changing demands of the service.	E	
Use initiative to solve problems	E	
Demonstrates resilience and drive to deliver excellent service and results within team targets	E	
Ability to establish rapport and credibility	E	
Demonstrate behaviours that support the Trusts values	E	
<b>OTHER REQUIREMENTS</b>		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	
Will be required to attend evening/weekend job fairs	E	



WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
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			