

Grading

Job Description and Employee Specification

<u>Job title:</u> Recruitment and Resourcing Assistant	<u>Service area:</u> HR and Organisational Development
<u>Post number:</u> HROD2007-14	<u>Service area:</u> HR Business Services
<u>Grade:</u> 4	<u>Division:</u> Recruitment and Resourcing
<u>Overall purpose of job:</u> To deliver a high quality and professional recruitment and resourcing service, providing professional and effective advice and guidance to all customers.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> <ol style="list-style-type: none"> 1. Represents HR & OD at all times, ensuring high quality customer service by providing accurate and solution-focused responses to internal and external customers. 2. Acts as a first point of contact providing managers, employees, applicants and HR/OD colleagues with clear and accurate information, answering queries and resolving issues promptly, escalating to colleagues or Recruitment and Resourcing Lead as required. 3. Maintains and updates employee records on the council's HR and Payroll (HRP) system and SharePoint ensuring a high level of accuracy and data quality and processed in accordance with data protection and confidentiality requirements. 4. Undertakes compliance and vetting checks for new and existing employees, escalating non-routine issues and concerns to the Recruitment and Resourcing Officer as required. 5. Produces and issues contractual documentation for new starters and internal appointments, using standard templates. 6. Administers recruitment and selection processes, including maintaining and updating the council's online recruitment platform, assisting hiring managers and candidates from vacancy request through to appointment. 7. As required, processes payroll returns and claims in the HRP system within deadlines, ensuring a high level of accuracy and quality in data input to avoid and mitigate errors. 8. Works with the Recruitment and Resourcing Officer and colleagues to identify improvements to processes and ways of working. 9. Processes purchase orders and invoices and prepares financial information under the guidance of the Recruitment and Resourcing Officer. 	

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10. Assists the Recruitment and Resourcing Officer at events promoting North Lincolnshire Council as employer ie. recruitment and careers fairs, college and school events.
11. Acts as a role model demonstrating positive behaviours that reinforce the council's values, acting as an ally to ensure an inclusive working environment.

Knowledge, skills and experience:

- Knowledge and practical experience of HR, payroll or finance systems.
- Knowledge and understanding of General Data Protection Regulations (GDPR).
- Experience of dealing with customers in professional, polite and respectful manner.
- Experience of maintaining and updating databases and systems.
- Experience of undertaking a range of administrative duties to a high standard.
- Excellent IT skills including competent use of M365 including Word, Excel, Outlook and SharePoint.
- Excellent numeracy skills with the ability to demonstrate attention to detail and work with accuracy.
- Excellent organisational skills with the ability to effectively plan own workload and manage competing demands and priorities.
- Ability to produce written correspondence for a diverse range of audiences and differing levels of complexity.
- Ability to use templates to produce letters and documents with accuracy.
- Ability to communicate effectively including listening, inquiry, and written skills.
- Ability to understand the recruitment process and employment terms and conditions.
- Ability to understand and administer basic financial processes ie. raise purchase orders and invoices.
- Ability to share ideas and identify improvements in ways of working.
- Ability to adopt a solution-focused and collaborative approach when working with team members, colleagues and customers.

Creativity and innovation:

- Uses initiative, within recognised procedures, to deal with recruitment related issues as they arise. Provides solutions to customer queries which may require a flexible approach to meet their needs.
- Constructs written responses to customer queries, identifying appropriate ways of presenting information to communicate most effectively with different groups across the council.
- Uses creativity to explore different options to resolve problems and challenges and advises appropriately escalating issues when needed.

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- Contributes to the development of new ideas and improvements to administrative processes and ways of working to maximise system functionality and enhance end user experience.

Contacts and relationships:

Recruitment and Resourcing Officer – *Daily* – workload allocation, 1:1s, seek advice, obtain direction, team meetings, escalation of issues.

Recruitment and Retention team colleagues – *Daily* – allocation of tasks, team meetings, peer support, sharing learning, discussion on professional and technical issues.

Managers/Head Teachers – *Daily* – providing information, answering queries advice, providing assistance to place adverts and use online recruitment platform; advising on supporting documents required for purposes of advertising vacancies.

Employees/Members of the public – *Daily* – responding to recruitment queries including providing information on vacancies and progress of applications which can be contentious and challenging where a candidate has been unsuccessful or offers of employment withdrawn, providing information, general advice, providing assistance to use online recruitment and DBS platforms, chase outstanding references, carry out identification verifications, .

HR & OD colleagues – *Weekly* – providing and seeking advice/information, peer support, signposting, escalation of issues.

Occupational Health – *Ad hoc* – follow up pre-employment screening clearances.

Other orgs – *Ad hoc* – contact other organisations for confirmation of salary and continuous service dates, chase outstanding references, processing DBS applications (umbrella bodies).

Decision making:

- Interprets recruitment and onboarding queries and makes decisions on the most appropriate response when dealing with routine customer enquiries and determines the point at which escalation is required.
- Determines whether forms, returns and claims are completed correctly to ensure correct payment/deduction and decides on missing information needed and method of corrective action.
- Makes decisions regarding the type and level of pre-employment and safeguarding checks required from a range of options depending on post and nature of work/contact with service users.
- Determines suitability of documentation provided by prospective and existing employees in relation to vetting and safer recruitment, referring issues to Recruitment/Resourcing Officers when necessary.
- Makes decisions regarding the scanning and storage of documents on employee records – which can be discarded, and which are to be retained.
- Makes decisions regarding use of the most suitable template from a range of options and where it may be necessary to incorporate bespoke content.

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- Makes decisions about sharing information in line with council policies and data protection requirements.
- Makes decisions regarding own workload prioritisation to meet deadlines and determines when to seek advice.

Responsibility for resources:

Financial resources: None

Physical resources: None

WORK ENVIRONMENT

Work demands:

Work involves various deadlines both fixed and changing deadlines including payroll deadlines (monthly), advert closing dates (weekly) and timely responses to calls and emails (daily). Postholder will need to re-prioritise on a regular basis to manage workload effectively and meet deadlines. Routine work may be interrupted on a regular basis by customers or when additional support is required by HR & OD colleagues.

Physical demands:

Normal physical effort.

Working conditions:

Normal agile working environment across both office and home locations but does require the post holder to visit different workplaces and sites.

Work context:

Matters are generally not contentious but on occasion contacts may be challenging, in such cases it expected this would be escalated to the line manager appropriately.

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Position in organisation:

Indicate how many staff the post is directly accountable for:

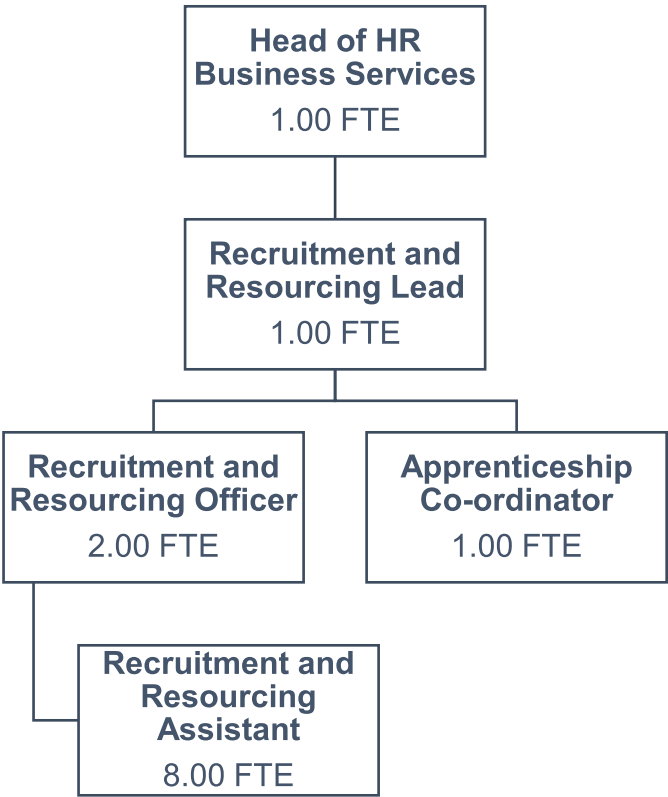
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Are posts in more than one location? Yes ☐ No ☐

Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?
Yes ☐ No ☐

Please indicate which post(s)



Job Description Version Control	
Date evaluated	9 July 2024
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
<ul style="list-style-type: none"> Knowledge and practical experience of HR, payroll or finance systems. Knowledge and understanding of General Data Protection Regulations (GDPR). Experience of dealing with customers in professional, polite and respectful manner. Experience of maintaining and updating databases and systems. Experience of undertaking a range of administrative duties to a high standard. Excellent IT skills including competent use of M365 including Word, Excel, Outlook and SharePoint. Excellent numeracy skills with the ability to demonstrate attention to detail and work with accuracy. Excellent organisational skills with the ability to effectively plan own workload and manage competing demands and priorities. 	
Knowledge, Skills and Experience	Interview
<ul style="list-style-type: none"> Ability to communicate effectively including listening, inquiry, and written skills. Ability to produce written correspondence for a diverse range of audiences and differing levels of complexity. Ability to use templates to produce letters and documents with accuracy. Ability to understand the recruitment process and employment terms and conditions. Ability to understand and administer basic financial processes ie. raise purchase orders and invoices. Ability to share ideas and identify improvements in ways of working. Ability to adopt a solution-focused and collaborative approach when working with team members, colleagues and customers. 	
Education, Training and Qualifications	Original documents
Working Arrangements	Interview
<ul style="list-style-type: none"> Ability to work in an agile manner. Ability to transport oneself around North Lincolnshire in a timely manner. 	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
<ul style="list-style-type: none"> Experience of using iTrent HR & Payroll system. Experience of working in HR or payroll service. Experience of working in administrative role in local government or public sector setting. 	
Knowledge, Skills and Experience	Interview

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Education, Training and Qualifications	Original documents
Working Arrangements	Interview

THE POST IS SUBJECT TO:

Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

Yes ☐

No ☒

Political restriction

Yes ☐

No ☒

The ability to speak fluent English under the Immigration Act 2016

Yes ☐

No ☒

• Version Control

Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	21 December 2021