

**ROLE DESCRIPTION AND PERSON SPECIFICATION
PROFESSIONAL AND ADMINISTRATIVE STAFF**

Role Title: Recruitment and Contracts Manager

Area: HR and Organisational Development

Pay Band: D

Reports to: Head of Reward and Workforce Information

Purpose of Role:

- To oversee and deliver an effective staff recruitment provision to the University, ensuring that we attract quality candidates, support our staff recruitment and selection processes, and provide an efficient onboarding experience to our new employees.
- To manage the HR operations team, ensuring an efficient, customer focused service to all hiring managers and employees throughout the recruitment/employment lifecycle.
- To suggest and implement changes to practice which will ensure that we continue to provide the best candidate experience to those applying for jobs at Ravensbourne and ensure that we remain compliant with regards processes.
- Work with the head of reward and workforce information to define service level agreements, monitor performance against these targets, and ensure that our processes are regularly reviewed to create a cycle of continuous improvement.

Role responsibilities:

RECRUITMENT

- To provide professional and timely advice to hiring managers to ensure that all recruitment campaigns are managed in line with best practice and our Staff Recruitment & Selection Policy.

- To develop and maintain effective working relationships with our hiring managers, providing guidance around appropriate selection methodology for each recruitment campaign, and suggesting bespoke solutions for hard to fill roles.
- To empower line managers to act in accordance with legal requirements and good practice through the provision of guidance, advice and support.
- To work with colleagues in HR to conduct job evaluations of new and existing roles.
- To work with the head of reward & workforce information to optimise our recruitment and selection processes in line with our Staff Recruitment & Selection Policy.
- Ensuring the continuous improvement of delivery through reviewing our systems and processes, maximising the quality of customer service provided by the operations team.
- To produce regular reports from the online recruitment system, monitoring issues and trends and escalating as necessary.
- To act as a point of contact for all staff recruitment matters.

ADMINISTRATION

- To lead the operations team, ensuring that a high-quality HR administrative service is delivered to the University.
- To resolve operational queries and issues as they arise and assume overall responsibility for setting priorities and co-ordinating the effective and efficient delivery of the following key HR administrative tasks:
 - Issuing contracts for new starters and extensions/variations to existing staff contracts;
 - Maintaining employee records on our HR/Payroll database;
 - Working closely with our Payroll function to ensure that staff are paid accurately and on time;
 - Administration of our sessional academic contracts;
 - Providing advice to employees relating to their entitlements/benefits, e.g., maternity leave, annual leave, relocation expenses.
- Maintaining, updating and developing standard templates within Word and Outlook used, for example, for issuing employment contracts and confirming maternity leave arrangements.

COMPLIANCE

- Maintaining up to date knowledge of current immigration legislation, immigration rules and concessions (e.g., academic visitors) as applicable to University employees.
- Providing support and advice to non-UK staff on the full range of immigration matters, including applications for Leave to Remain and for Residency; to include providing advice and guidance on how to complete the appropriate UK Border Agency forms.
- Monitoring the end dates of visas and managing the process of applications to extend permission to work in the UK.
- Co-ordinating the checks of documentation for staff with a time-limit on their stay in the UK.
- Overseeing applications to the Criminal Records Bureau, ensuring that all required checks are completed by the team in a timely manner.
- Being a point of reference within HR for CRB-related queries and advising departments as required

TEAM LEADERSHIP / MANAGEMENT

- To line manage and develop staff within remit to ensure that they are delivering a level of service that supports University needs and legislative requirements.
- To demonstrate an understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- To demonstrate the value and importance of equality, diversity and inclusion in every aspect of Ravensbourne's work and show commitment through everyday practice in the role.
- To work in accordance with and promote Ravensbourne's environmental sustainability policy and practices.

Person Specification (Knowledge, Skills and Behaviours)

Qualifications / Training

	Essential	Desirable
A Professional qualification e.g., CIPD or relevant experience and evidence of continued CPD	✓	
GCSE English and maths or equivalent qualification	✓	

Experience / Knowledge

	Essential	Desirable
Experience in leading and managing a team	✓	
Extensive experience in attracting, selecting and appointing staff across all levels of the organisation	✓	
Track record of positively and successfully engaging with a wide range of stakeholders	✓	
Significant and well evidenced knowledge and experience relating to best practice and effectiveness in recruitment and selection	✓	
Knowledge of Equality and Diversity related matters that can arise during recruitment and selection processes	✓	
Strong and well evidenced experience of dealing with UKVI legislation and associated Immigration matters	✓	

Skills / Abilities

	Essential	Desirable
Good IT skills, particularly Microsoft Office packages	✓	
Excellent communication skills both written and oral	✓	

Understanding of social media and digital technologies in the recruitment process	✓	
Highly organised and able to work to deadlines through self-management	✓	
Ability to work closely with colleagues as part of a team	✓	

Additional Attributes

	Essential	Desirable
Commitment to deliver Equality and Diversity in recruitment	✓	
The exercise of discretion, tact and diplomacy at all times, and upholding confidentiality in accordance with good practice and our obligations under the Data Protection Act	✓	