**University of London**

**Job Specification**

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| Job Title: | **Recruitment Adviser**  |
| Department: | **Human Resources (Recruitment)** |
| Level: | **5** |
| Post Number: |  |

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| **Job Purpose:** | * To deliver a comprehensive, end-to-end, best practice recruitment service (for permanent and temporary appointments), ensuring that recruiting managers, applicants, candidates and prospective employees receive high quality customer service.
* To collaborate with colleagues across HR in delivering effective, end-to-end, customer-focused HR services, in support of the People Strategy.
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| **Requirements of the role** |
| **Recruitment**1. To provide a comprehensive and professional recruitment advisory service, leading on recruitment to assigned departments and functions across the University, but supporting other recruitment also, as required.
2. To guide and support managers and applicants throughout the full recruitment cycle including, but not limited to the below:
* Ensuring the needs of hiring managers are understood and that they are aware of policies, procedures, approval requirements and timelines that affect the recruitment process.
* Drafting job descriptions.
* Advising on contract type, assessment methods, selection criteria.
* Uploading requisition requests to the applicant tracking system (ATS).
* Drafting, preparing and placing advertising copy and providing advice on suitable advertising platforms.
* Uploading recruitment advertising and materials to websites.
* Providing guidance to managers on reasonable recruitment timeframes.
* Conducting shortlist reviews.
* Scheduling interviews and tests through the ATS.
* Preparing panel packs.
* Facilitating and supporting managers as required during the selection process, e.g., sitting on interview panels, facilitating tests and assessment centres, etc.
* Ensuring regular contact with and responsive and timely feedback to candidates on the status of their application.
* Preparing and issuing formal offer paperwork.
* The timely take up of employment references.
1. Work collaboratively with Recruitment team colleagues to ensure KPIs and internal service levels are always maintained.
2. Provide responsive query-handling, and advice and guidance on legal and policy matters and best practice in relation to recruitment, where necessary escalating more complex queries to the Senior Manager (Recruitment).
3. Assist with the creation and maintenance of processes, guidance manuals and other documentation relating to recruitment procedures and practice for both temporary and permanent recruitment, including a recruitment schedule/diary facility; a ‘beginner’s guide’ to vacancy / recruitment administration; guidance on the selection and use of temporary staff agencies; approvals requirements for recruitment, etc.
4. Build and maintain effective working relationships with external recruitment agencies and advertising agencies and the University’s recruitment system provider and advertising agency.
5. Provide advice and guidance as required on matters relating to Visas / Immigration / DBS, escalating to the Senior Manager when appropriate.
6. Contribute to the analysis of recruitment data for management information (eg the quarterly People Dashboard that is provided to VCEG).
7. Work collaboratively with Recruitment team colleagues to ensure seamless delivery and consistent handling of recruitment queries and provision of advice across all University departments.
8. Keep effective recruitment records connected with the recruitment process, in line with GDPR and data retention requirements.
9. Develop effective working relationships with colleagues in Partnering, Payroll and the wider HR team, pro-actively supporting colleagues in own and other teams (e.g. helping out in times of absence and/or peak workload, helping with note-taking in formal processes, etc).

**Offers and Payroll Administration** 1. Carry out administration related to new appointments (including new starters and those on promotion or transfer) following recruitment, including responsibility for:
* Contacting the successful individual to make and confirm the offer and acceptance and/or advising line managers who wish to make offers directly on the appropriate procedure.
* Preparing and despatching offer letters/contracts and associated correspondence and documentation, liaising with line managers or others as required in relation to acceptance, queries etc.
* Administration of new starters when their employment commences.
* Preparing information for payroll administration – including input of details to the shared HR/Payroll database.
* Ensuring effective hand-offs to Employment Services and Payroll colleagues, enabling a seamless service where details are not missed.
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| **Continuous improvement**1. Be alert to opportunities for improved quality, practice and efficiency, working with colleagues in all HR teams to implement changes and improvements that take account of the impact on customers, colleagues and delivery of effective HR services.
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| **Professional & Sector knowledge** 1. Maintain and develop recruitment/HR expertise (eg contract legislation, UK Visa and Immigration, DBS, GDPR), policy and procedure, cascading and sharing knowledge and best practice.
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| **Other duties** 1. Actively follow and promote the University’s policies, including the Dignity at Work and Equal Opportunities policies
2. Maintain an awareness of and observe fire and health and safety regulations
3. Any other duties consistent with the grade and scope of the post, or as reasonably required of the post-holder by the reporting manager
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| **Reports To:** | Senior Manager, Recruitment  |
| **Responsible for:** | n/a |
| **Additional demands of the role:** | The University operates a Hybrid Working framework involving a mix of working from home and attendance at the office.  |

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| **Person Specification** |
| **EXPERIENCE & JOB-RELATED QUALITIES***Essential* Previous experience or other demonstrable effectiveness in the following: * Providing high quality recruitment services in a complex organisation with a diverse professional workforce profile.
* Composing and preparing advertising copy and supporting materials and liaison with recruitment/temporary agencies, ideally in different sectors.
* Building excellent working relationships with internal and external stakeholders at all levels.
* Working with a substantial, deadline-sensitive, often pressurised workload, with an emphasis on prompt service delivery and a ‘can-do’ approach, in a confidential environment, and characterised by regular interruption and changing priorities.
* Managing time effectively under pressure to ensure deadlines are met and that output is of a high standard.
* Team working with a strong customer-service focus, backed up by a can-do approach and a willingness to help others during periods of time pressure or high volume.

*Desirable** Experience of recruitment in the Higher Education/Public sector and private sector.
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| **TECHNICAL KNOWLEDGE & SKILLS***Essential* * Knowledge of different recruitment methods and their applicability for different types of role.
* A working knowledge of Applicant Tracking Systems.
* Excellent IT skills, incorporating MS Office Suite and an Online Recruitment system, and competency in researching information using the internet. The postholder must be confident and keen to pick up new packages and skills.
* Accurate keyboard/data-entry skills.
* Excellent interpersonal and communication skills, both oral and written.

*Desirable*:* Previous experience with Resource Link (University’s payroll system) and JobTrain (University’s recruitment ATS).
* Negotiation and relationship management skills in particular in negotiating rates and contracts with recruitment agencies
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| **EDUCATION & PROFESSIONAL QUALIFICATIONS***Essential* * No specific educational qualifications, but the post holder must be numerate and literate to the high standards required by the activities of the role (eg writing high quality advertising copy and supporting materials, effective use and monitoring of a recruitment budget and the presentation of management information).

*Desirable** CIPD qualified or working towards
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| **PERSONAL QUALITIES***Essential* * Demonstrates integrity in handling of personal data.
* Commitment to excellent customer service, with the ability to work out customer needs and to liaise effectively with patience and understanding.
* Able to work at pace and organise own workload to ensure delivery of competing tasks and deadlines, and knowing when to escalate issues.
* Commitment to development, including demonstrating a continued interest in human resources best practice and striving for development both personally and for the team.
* A collaborative team player who works pro-actively with others to deliver a good service and is willing to support others in busy periods.
* Significant experience of providing pro-active customer service and high volumes of queries requiring a speedy response in a deadline-driven environment.
* Demonstrable understanding of complex data requirements and the needs of a confidential working environment.
* Much of the work will be undertaken in an open-plan environment which is frequently busy and may be quite noisy. The postholder will therefore require strong powers of concentration to enable them to work accurately and to deadline.
* A self-starter, able to work independently and as part of a team.
* Can convey and present complex information to service users so that it is clear and easily understood.
* Committed to high standards and continuous improvement.
* Flexible and adaptable to rapidly changing business needs.
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