

Candidate Information

Position:	Recruitment Assistant
School/Department:	People and Culture
Reference:	24/112082
Closing Date:	Wednesday 31 July 2024
Salary:	£27,051 - £28,456 per annum
Anticipated Interview Date:	Friday 16 August 2024
Duration:	12 months

JOB PURPOSE:

The Resourcing Hub are looking for a Recruitment Assistant to support the day-to-day delivery of the operation of Resourcing Services in the People and Culture Directorate.

You will be responsible for delivering an exceptional customer service to University hiring managers and candidates, responding directly to queries raised by MS Teams, telephone and email, and responsible for recruitment administration.

MAJOR DUTIES:

1. Act as the first point of contact to hiring managers and candidates, seeking to resolve or escalate queries as appropriate.
2. Provide advice and guidance to queries raised by MS Teams, telephone and email within appropriate time scales and in line with University guidelines.
3. Operate the Customer Relationship Management System, logging and updating assigned calls and emails within agreed SLAs.
4. Prepare and process documents associated with the recruitment administration process within tight timescales,
5. Process recruitment transactions on iTrent.
6. Support the recruitment process including collating shortlisting and interview packs and ensuring all documentation and approvals are received.
7. Liaise with hiring managers and candidates to proactively manage your workload.
8. Ensure the quality of correspondence is maintained, setting systems in place to ensure accuracy.
9. Collate documents for Team Leader in response to requests made under current legislation.
10. Process correspondence on the Document Management System, maintaining the quality of correspondence in line with established processes and procedures.
11. Liaise with candidates on travel arrangements and expense claims in line with University procedures.
12. Participate on a rota, with colleagues, to ensure continuity of service during office hours.
13. Carry out any other duties which are appropriate to the post as may be reasonably requested by Team Leader.

ESSENTIAL CRITERIA:

1. A minimum of 5 GCSEs at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration (or equivalent).
2. A minimum of 1 years' recent relevant work experience in an administrative environment to include evidence of the following:
 - Maintaining databases and spreadsheets
 - Producing general correspondence
 - Experience of providing clerical assistance in line with procedures, e.g. organisational and/or HR
 - Dealing with customer queries
 - Recent experience of working in an HR environment.
3. Competent in the use of Microsoft Office and windows applications.
4. Effective communication skills and ability to use a variety of methods to convey messages clearly and succinctly.
5. Ability to be customer focused and recognise client needs/expectations whilst managing workloads with limited supervision.
6. Demonstrate the ability to plan and organise own workload in an effective and methodical manner within strict deadlines.
7. Demonstrate the ability to work on own initiative as well as part of a team.

8. Ability to establish and maintain effective working relationships in a team environment.
9. Ability to work with discretion and confidentiality, ensuring data is managed in accordance with data protection legislation.

DESIRABLE CRITERIA:

1. Qualification in Human Resources or CIPD qualification or working towards completion.
2. 1 years recent relevant experience of working in an HR environment.
3. Experience of using HR systems, e.g. iTrent.
4. Experience of supporting end to end recruitment processes.
5. Demonstrable experience of giving advice in accordance with HR Policies and Procedures.