

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Assistant Chief Executive

DIVISION: Human Resources

JOB TITLE: **Recruitment Officer**

ROLE PROFILE

Job Title:	Recruitment Officer
Directorate:	Assistant Chief Executive
Division:	Human Resources
Grade:	Grade 8
Hours (per week):	36
Reports to:	Recruitment Lead
Responsible for:	N/A
Role Purpose and Role Dimensions:	<p>To support the management of the attraction and selection approaches within the Council, providing administrative support and guidance to staff and managers with queries to the team.</p> <p>Delivering recruitment advice, guidance and support both to line managers and staff, undertaking a triage service approach in managing queries and information requests appropriately..</p> <p>Deliver a value-adding end to end recruitment process that enables the Council to attract and retain the competent and experienced individuals that the Council, and Departments, need to deliver modern public services.</p> <p>To be responsible for the processing of DBS checks, end to end process.</p> <p>Support the Recruitment Advisors in their operational delivery.</p> <p>To provide support to the schools team on recruitment activities as required and as outlined in the contract specification for recruitment services.</p>
Commitment to Diversity:	<p>The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.</p>

Key External Contacts:	Advertising Agencies Advertising space providers e.g. Guardian/LGJobs Software providers for e-DBS and Oracle Assessment testing providers External regulators and advisory bodies DBS, UKBA Schools and Colleges
Key Internal Contacts:	Directorate Management Teams, Internal HR and OD colleagues, Trade Unions, Mediators, Network Groups, Guardians, CMT, Members.
Financial Dimensions:	None
Key Areas for Decision Making:	None
Other Considerations:	Ability to be flexible and attend meetings at a range of locations across the borough to support business delivery.

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974
[\(Click here for guidance on ROA \)](#)

Yes

Key Accountabilities and Result Areas:

Provide comprehensive, efficient and effective administration support

Key Elements:

To monitor the recruitment inbox, responding to queries where possible and referring to Recruitment colleagues as appropriate.

To develop FAQs arising from regular queries that are received to support self service and enhancing the customer journey.

Support the Recruitment Advisors in carrying out pre-employment checks, utilising technology where appropriate.

To follow up with candidates and managers during the recruitment process to ensure an efficient and effective process is followed in a timely manner.

Provide support to the onboarding process of new recruits, liaising with colleagues in the HR Business Partnering and Systems team as required.

To facilitate the recruitment process, including calling shortlisted candidates for interview and preparing the interview documentation. To ensure that all panel members have correct documentation. To ensure that interview selection paperwork is returned and kept on file for the appropriate period.

Support the Recruitment Advisors in placing advertisements, and updating social media platforms.

To provide support to the Schools team and wider schools functions in undertaking recruitment activities such as advertising, advising on terms and conditions etc.

Manage DBS processes

To oversee the DBS processes ensuring accurate record keeping and administration

To liaise with directorates providing information on renewal dates for employee DBS checks

To liaise with the Recruitment Lead advising of any risks/issues in relation to the DBS processes and compliance.

To manage online systems and processes as required.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title:	Recruitment Officer
Essential knowledge:	Working towards CIPD or equivalent professional qualification or relevant demonstrable experience. Good knowledge of relevant legislation and current trends within Recruitment Understanding of the recruitment process end to end Understanding of DBS processes and compliance Knowledge of applicant tracking systems
Essential skills and abilities:	Ability to act on own initiative and work unsupervised, providing support and responding to queries in a timely manner. Ability to use initiative to achieve set deadlines and manage conflicting priorities Ability to maintain a high degree of confidentiality and to use discretion in dealing with sensitive information Ensure appropriate record keeping for audit purposes in line with best practice, organisational and data protection requirements Ability to deal tactfully, responsively and professionally with a range of people both face to face and on the telephone Committed to delivering a quality, customer focussed service Ability to work with a high level of accuracy and attention to detail Ability to communicate accurately orally and in writing Strong IT skills in particular in Word, Excel and PowerPoint
Essential experience:	Demonstrable experience of working within a recruitment department Experience of using Oracle ORC (Desirable) Previous experience of working with schools (Desirable) .
Special conditions:	Ability to travel between sites across the borough to deliver services