**Trafford Council & Greater Manchester Police**

**HR Shared Service Centre Job Description**

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| **Job Title** | HRSS Recruitment Co-ordinator |
| **Department** |  |
| **Section** |  |
| **Grade** | Trafford Council Band 4 / Greater Manchester Police Grade D |
| **Directly responsible to** | HRSS Recruitment Manager |
| **Directly responsible for** | n/a |

**Main Purpose of the role**

1. To support the development of a ‘leading edge’ Shared Service Centre for Partnership members, ensuring a high performing and customer focused recruitment service that is continuously improving and seen as best-in-class public sector model.
2. To accurately process requests relating to the employment lifecycle and recruitment; verifying for completeness, accuracy and compliance with established policy and procedural requirements.
3. To develop and maintain productive working relationships with customer groups, colleagues and business areas in order to provide an engaging customer experience to prospective candidates, new hires and managers and ensure service expectations are met.

**Main Duties and responsibilities**.

1. To be up-to-date in respect of relevant statutory obligations, regulations, policy and legislation relating to recruitment and employment, as directed.
2. To maintain an accurate working knowledge of the terms and conditions of service applicable to employees and with all relevant legislation requirements relating to employment and recruitment across multiple organisations.
3. To be responsible for the maintenance of highly accurate records, documentation and databases, ensuring information management and security protocols are followed.
4. Provide accurate advice relating to recruitment and selection, including the development and use of effective advertisements and assessment tools.
5. To take responsibility for the planning and delivery of day-to-day service activities to ensure deadlines and performance targets are on course to be met. Ensure all recruitment processes are completed to agreed timescales.
6. To undertake available development opportunities, show a commitment to continuous development and performance improvement to add value to the team.
7. To support the Shared Service to embed successful recruitment and selection processes; autonomously planning and implementing highly efficient, day-to-day operational activities supported by effective technology.
8. To monitor the delivery day-to-day activities against the operational and project plans and to ensure deadlines and performance targets are on course to be met.
9. To support with maintenance of robust recruitment and selection contracts; ensuring the service meets the expectations defined by in service level agreements with providers, managers and customers.
10. To measure, through the accurate recording and analysis of data, the impact and effectiveness of selection processes, particularly in relation to disproportionality.
11. To undertake available development opportunities, show a commitment to continuous development and performance improvement to add value to the team.
12. To embed a culture of high-level customer service across the service; contributing to an effective workforce with the right knowledge and motivation to exceed customer expectations and inspire customer confidence.
13. To deliver mentoring, training and skills transfer to the organisation, wider service, teams and individuals that supports operational effectiveness, compliance, professional development and best practice.
14. Demonstrate the ability to analyse complex problems or risks and take intelligent decisions with minimal supervision or make recommendations to service managers.
15. To lead, through personal example, open commitment and clear action, ensuring a positive approach to valuing diversity, resulting in equality of opportunity, access and treatment in service delivery, employment and external communications.
16. The post holder will be required, on occasion, to cover for other lead roles in the service.
17. Any other duties commensurate with the post.

**General requirements**

**Health and Safety**

To operate safely within the workplace with regard to Trafford Council and GMP’s health and safety policies, both in the delivery of services and the treatment of others.

**Equalities & Diversity**

To comply with and promote Trafford Council and GMP’s Equalities and Diversity Policies, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

**Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council’s pursuit of excellence in service delivery. To recognise the value of its people as a resource.

**Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

**Supervisors / Managers only** - have the additional responsibility of ensuring that staff undertake the appropriate training and fully understand and apply the required policies, procedures and information / records management standards in the course of their duties and that appropriate processes are in place to monitor compliance.

**Policy**

To work at all times within the established policies and practices of Trafford Council and Greater Manchester Police.

**Confidentiality**

To adhere to Trafford Council and GMP’s policies and procedures in respect of confidentiality and the management and sharing of information.

**Notes:**

This job description records the principal responsibilities of the job at the date shown. The job description will be updated from time to time in conjunction with the post holders to reflect changes.

Please note that we will consider making reasonable adjustments to the above, in line with the Equality Act.

All staff must adhere to and comply with the requirements of organisational policies for Greater Manchester Police and Trafford Council. The most up to date version of policies and legislation can be found on the relevant organisation’s Intranet/SharePoint. Further support and guidance can be sought from Human Resources or the Greater Manchester Police Information Compliance and Records Management Unit. The most up to date telephone numbers are available on the Intranet.

**Person Specification**

**Job Title:** HRSS Recruitment Co-ordinator

**Grade:**

**STAGE ONE:** Disabled candidates are guaranteed an interview if they meet the essential criteria

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| MINIMUM ESSENTIAL REQUIREMENTS | **METHOD OF ASSESSMENT \*** |
| **1. Qualifications/Training etc.** |
| GCSEs A-C inc. Maths and/or English; formal education and/or training supported by certification.Evidence of continued professional development | C, AA, I |
| **2. Experience** |
| Some specialist recruitment experience within a large organisationExperience of activity and task planning to meet challenging deadlinesExperience of administering high volumes of transactional activityExperience of providing help/support and guidance to usersUnderstanding of community and cultural issues within visible minority communitiesA record of success in promoting diversity and assisting to create equality in service delivery and employment. Successfully sharing own knowledge and skills to support the continuous development of colleagues. | A, IA, IA, IA,IA,IA,I |
| **3. Knowledge** |
| An awareness of recruitment and emerging trends and markets and a basic understanding of employment legislation on recruitment and selectionProficient in MS Office applications (Word, Excel and PowerPoint)Knowledge and experience of social media technologyKnowledge of computer systems within a HR or recruitment environment  | A, IA, IA, IA, I |
| **4. Skills & Abilities** |
| Ability to maintain beneficial working relationships with colleagues, members of our communities, clients and stakeholders with the ability to communicate at all levels.Highly developed communication, oral, written skills with the ability to present information to a range of audiencesAbility to problem solve with minimal supervision and independently make clear and cohesive decisions.Ability to maintain accuracy and attention to detail whilst handling large volumes of work.Experience of operating in a customer-focussed role, closely monitoring effectiveness, user satisfaction and issuesWillingness to work flexibly across the service from other locations, quickly acquiring new skills and knowledge when necessary | A, IA, IA, IA, IA, IA,I |

\* **Method of Assessment**

**A** = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,

**P** = Presentation, **T** = Test, **AC** = Assessment centre

Date prepared/revised:

Prepared/revised by:

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