ROLE PROFILE

Job Title: Recruitment Administrator - Internal Team

School/Department: Registrar’s Department, Careers and Employability Service

Job Family and Level: Administrative, Professional, Managerial Level 2

Contract Status: Permanent

Hours of Work: Full-time (36.25 hours per week)

Location: University Park

Reporting to: Internal Recruitment Team Leader

Purpose of the Role:
The University of Nottingham Careers and Employability Service is a large, sector-leading professional service which is committed to advancing the prospects of our students and graduates. Based in locations across all three UK campuses, we work as one service to provide collaboratively conceived, locally managed and collectively delivered services to students from all our Schools and Faculties.

The Careers and Employability Service has an excellent track record in supporting its students in their transition from University, and into the first steps of their future careers.

Unitemps is a recruitment business within the JobZone team, managed by the University of Nottingham’s Careers and Employability Service. Unitemps provides temporary staff to all departments across the University as well as to external clients in the local region, using students, graduates and local talent as a candidate pool. Unitemps is a business with students at the heart of its ethos. A key priority of the business is to help students become more employable by providing them with a wide range of temporary assignments while studying.

The Recruitment Administrator role will provide support for the JobZone’s Internal team. Working closely with the Internal Recruitment Team Leader, the role holder will provide essential administration relating to temporary recruitment for Internal business through Unitemps which includes taking briefs from managers, advertising the positions on the Unitemps website, sourcing staff through various methods, face to face and telephone candidate screening, registering candidates for payroll and ensuring they are eligible to work and answering related queries. The role-holder will also support the external recruitment team as appropriate.

The role will be based within the JobZone of the Careers and Employability Service, reporting to the Internal Recruitment Team Leader.

<table>
<thead>
<tr>
<th>Main Responsibilities</th>
<th>% time per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Account Management</td>
<td>30%</td>
</tr>
<tr>
<td>• Working with internal team leader to respond to incoming temporary staff requests from internal clients (University of Nottingham departments).</td>
<td></td>
</tr>
<tr>
<td>• Supporting the account management of clients’ existing and new temporary staffing needs.</td>
<td></td>
</tr>
<tr>
<td>• Advising on the appropriate level of pay from pay scales. Writing job adverts and posting them to the website.</td>
<td></td>
</tr>
</tbody>
</table>
- Shortlisting and screening candidates, arranging interviews with candidates and briefing them on the process.
- Delivering high quality customer service and ensuring effective communication with internal clients.
- Providing information about payroll procedures, timesheet completion, holiday pay, pay dates etc., referring more complex queries to the Payroll department or JobZone manager as appropriate.
- Checking identification documents for candidates’ eligibility to work using generated reports.

2. **Essential Administration**
   - Providing reception cover at a busy reception desk.
   - Using specific databases to record information relating to temporary vacancies, candidates and clients.
   - Keeping accurate records of recruitment activity on the Unitemps database and other databases as appropriate.
   - Responding to queries from internal clients, candidates and other stakeholders.
   - Updating and cleansing data to make sure that information stored is up to date.
   - Assisting with direct bookings – taking direct booking requests, chasing up ID documentation and booking temps into the database in accordance with relevant eligibility checks.
   - Assisting the Tempzone Administrator when required.
   - Assisting with external team when required.

3. **Candidate Support**
   - Supporting candidates working in temporary assignments at the University of Nottingham.
   - Responding to enquiries from candidates and clients by email, phone and in person.
   - Screening and interviewing candidates for specific roles; checking references.
   - Providing support to candidates with their applications and CVs; giving feedback and, if relevant, constructive suggestions for future improvement.
   - Preparing candidates for interviews with other managers; obtaining feedback from candidates about their interviews.
   - Providing candidates with feedback, positive and negative, over the phone and face to face.
   - Providing information for candidates before they start their assignments; obtaining feedback from candidates about their assignments.

4. **Other**
   - Assisting with other Job Zone activities, such as monthly payroll, reports, candidate and client marketing.
   - Dealing with confidentiality issues related to candidates or temporary work assignments.

5. **Supporting the Careers and Employability Service**
   - Supporting the delivery of the Careers and Employability Service overall strategy by participating in strategic groups, task and finish groups and similar activities.
   - Promoting the overall offering of the Careers and Employability Service to student workers as appropriate.

### Knowledge, Skills, Qualifications & Experience

<table>
<thead>
<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Qualifications/ Education</strong></td>
<td>Good standard of education, GCSE English and Maths to grade C minimum (or equivalent).</td>
<td>A level/BTEC (or equivalent).</td>
</tr>
<tr>
<td><strong>Skills/Training</strong></td>
<td>Strong and demonstrable customer service and interpersonal skills with the ability to deal with people effectively at all</td>
<td>Financial package software e.g. Agresso HR software e.g. Adapt.</td>
</tr>
</tbody>
</table>
levels from students to Heads of Department and Senior Managers.
- Excellent verbal and written communication skills.
- Well-developed level of computer literacy, especially Microsoft Office suite.
- Knowledge of using database systems and querying data.
- Good level of numeracy.
- Good organisational and administration skills, juggling multiple tasks and work to tight time pressure.
- Experience of working with students.

**Experience**
- Experience in recruitment or human resources environment.
- High level of empathy to understand the needs of candidates and managers.
- Demonstrable experience of working on own initiative and prioritising workload.
- Working as part of team to deliver multiple objectives.
- Working in a dynamic and ‘can do’ environment, responding effectively to change with little or no notice.
- Experience in dealing with urgent requests and working under time pressure yet delivering high quality service.
- Excellent organisational and administration skills; attention to detail.
- Candidate screening experience (including interviewing candidates).
- Significant experience as a member of staff working in an employment agency or job shop.
- Successfully working to targets.
- Previous experience of Higher Education environment or in-house recruitment.

**Statutory/Legal**
- A reasonable understanding of the complexities of (and significant issues in) employment legislation.

The University of Nottingham strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women’s careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.