Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Recruitment Administrator</th>
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<tbody>
<tr>
<td>Job family and level</td>
<td>Administrative, Professional and Managerial Level 2</td>
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<tr>
<td>School/Department</td>
<td>Careers and Employability Service</td>
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<tr>
<td>Location</td>
<td>University Park Campus</td>
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Purpose of role

Unitemps is an on-campus recruitment service 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 an operation with students at the heart of its ethos. A key priority of the service 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 recruitment activity within Unitemps. Working closely with the Recruitment Sales Executive and the Internal Recruitment Team Leader, the role holder will provide essential administration relating to temporary recruitment including taking briefs from managers, advertising the positions on the Unitemps platform, sourcing staff through various methods, face to face and telephone candidate screening, registering candidates for payroll and ensuring they are eligible to work.

Main responsibilities

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<th>Account Management</th>
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<td>▪ Working with the Recruitment Sales Executive and the Internal Recruitment Team Leader to respond to incoming temporary staff requests from external clients (local businesses) and internal clients (University of Nottingham departments).</td>
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<td>▪ Supporting the account management of clients’ existing and new temporary staffing needs.</td>
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<td>▪ Writing adverts in line with existing templates and suggesting a choice of established recruitment strategies for clients.</td>
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<td>▪ Advising clients on the appropriate level of pay using market insights.</td>
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<td>▪ Shortlisting and screening candidates, as well as arranging interviews and preparing them for the process.</td>
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<td>▪ Delivering high quality customer service and ensuring effective communication with candidates and clients.</td>
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<td>▪ Providing information about payroll procedures, timesheet completion, holiday pay, pay dates etc., referring more complex queries to the Payroll department or Unitemps manager as appropriate.</td>
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<th>% time per year</th>
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<td>30%</td>
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| 2 | **Essential Administration**  
|   | ▪ Checking identification documents for candidates’ eligibility to work using the Unitemps database (Adapt).
|   | ▪ Keeping accurate records of recruitment activity on the Unitemps platform and other databases as appropriate.
|   | ▪ Responding to queries from external and internal clients, candidates and other stakeholders.
|   | ▪ Carrying out candidate eligibility to work checks in line with government guidance.
|   | ▪ Using specific databases to record information relating to temporary vacancies, candidates and clients.
|   | ▪ Updating and cleansing data to make sure that information stored is up to date.
|   | ▪ Administration relating to direct bookings; where the client has already undertaken recruitment.
|   | ▪ Providing reception cover at a busy reception desk. |
| 3 | **Candidate Support**  
|   | ▪ Supporting candidates working in temporary assignments within local businesses and at the University of Nottingham
|   | ▪ Responding to enquiries from candidates 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
|   | ▪ Signposting candidates who are students of the University of Nottingham to the Careers and Employability resources available to them.
|   | ▪ Preparing candidates for interviews with other managers; obtaining feedback from candidates about their interviews
|   | ▪ Providing candidates with feedback both 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**  
|   | ▪ Support for business development through researching local businesses.
|   | ▪ Developing ideas as to how to market the Unitemps offering to local businesses to support the external business development strategy.
|   | ▪ 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. |
- Dealing with confidentiality issues related to candidates or temporary work assignments.
- Supporting the team in assisting with other Unitemps activities, such as monthly payroll, reports, candidate and client marketing and any other duties as required by the post.
**Person specification**

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<th>Essential</th>
<th>Desirable</th>
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| **Skills**             | ▪ Strong and demonstrable customer service and interpersonal skills with the ability to deal with people effectively at all 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.  
                        ▪ Excellent organisational skills and attention to detail.  
                        ▪ Good level of numeracy.  
                        ▪ Good organisational and administration skills, juggling multiple tasks and work to tight timescales. | ▪ Working knowledge of the use of HR software e.g. Adapt. |
| **Knowledge and experience** | ▪ High level of empathy to understand the needs of candidates and clients.  
                        ▪ Demonstrable experience of working on own initiative and prioritising workload.  
                        ▪ Working as part of team to deliver multiple objectives.  
                        ▪ Knowledge of using database systems and querying data.  
                        ▪ Experience in dealing with urgent requests and working under time pressure yet delivering high quality service. | ▪ Experience as a member of staff working in an employment agency or job shop.  
                        ▪ Experience of working successfully working to targets.  
                        ▪ Previous experience of Higher Education environment or in-house recruitment.  
                        ▪ Experience of working with students.  
                        ▪ Experience in recruitment or human resources environment  
                        ▪ Candidate screening experience (including interviewing candidates). |
| **Qualifications, certification and training (relevant to role)** | ▪ Good standard of education, ideally to A level/BTEC (or equivalent). GCSE English and Maths to grade C minimum (or equivalent). | ▪ Certificate in Recruitment Practice (CertRP) or equivalent. |
| **Statutory, legal or special requirements** | ▪ A reasonable understanding of the complexities of (and significant issues in) employment legislation. | |
The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people
Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.

Taking ownership
Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.

Forward thinking
Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.

Professional pride
Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.

Always inclusive
Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others
Decision making

**Taken independently by the role holder**

- Responsible for the contributing to the development of temporary recruitment solutions for local businesses and campus departments including short-listing and selecting temporary workers as appropriate.
- Making decisions, in line with existing guidelines around the most appropriate role or grading for posts.
- Writing adverts in line with existing templates and suggesting a choice of established recruitment strategies for clients.
- Day-to-day decisions within agreed practice or time critical immediate decisions.

**Taken in collaboration with others**

- Decisions which impact upon areas outside of Unitemps; requests related to payroll or invoicing; disciplinary issues related to candidates; advertising a “non-standard role”.

**Referred to the appropriate line manager (Recruitment Sales Executive and Internal Team Leader or) by the role holder**

- Conflict situations with clients.
- Re-negotiating any changes in the standard rates agreed.
- Decisions which can have a financial, legal or reputation-related implications. This would include situations beyond agreed policies and procedures and required clarification.
- Personnel issues.