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| THE UNIVERSITY OF NOTTINGHAM  Recruitment Role Profile Form |

**Job Title:** Recruitment Administrator, Internal Team

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

**Salary:** £17210 to £20400 per annum, depending on skills and experience, salary progression beyond this scale is subject to performance

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

**Contract Status:** Permanent

**Hours of Work:** 36.25 hours per week

**Location:** University Park

**Reporting to:** Internal Recruitment Team Leader

**Purpose of the Role:**

We are looking for a Recruitment Administrator to provide support for the Unitemps internal team at the University of Nottingham. Unitemps sources temporary staff for all departments of the University and provides employability opportunities, primarily for students during their studies. This role will focus on the internal market, supporting University Departments with their temporary staffing needs.

The role will involve essential administration relating to temporary recruitment; taking briefs from managers; sourcing suitable candidates for temporary positions; screening candidates; registering candidates for payroll and answering related queries; checking identification documentation and proving Reception cover.

The role will be based within the JobZone of the Careers and Employability Service. It will report to the JobZone Manager and work alongside the Unitemps Nottingham team.

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| **Main Responsibilities** | | **% time per year** |
| 1. | **Account Management**   * Working with internal team leader to respond to incoming temporary staff requests from internal clients (University of Nottingham departments). * Supporting the account management of clients’ existing and new temporary staffing needs. * Advising on the appropriate level pay from pay scales. Assisting with writing job adverts and posting them to the website. * 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 Unitemps Branch Manager as appropriate. * Checking identification documents for candidates’ eligibility to work using generated reports. | 35% |
| 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. | 35% |
| 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 | 10% |
| 4. | **Promoting the service**   * Assisting with other Unitemps Nottingham activities, promotional events on campus, candidate marketing and general client marketing. | 10% |
| 5. | **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. * Assisting the Tempzone Administrator when required. * Assisting with external team when required. | 5% |
| 6. | **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. | 5% |

**Knowledge, Skills, Qualifications & Experience**

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|  | **Essential** | **Desirable** |
| **Qualifications/ Education** | Good standard of education, ideally to A level/BTEC (or equivalent). GCSE English and Maths to grade C minimum. | • HND qualification in Human Resource management; or specialist recruitment qualification; or CIPD membership (or working towards); or similar directly relevant qualification; or substantial equivalent relevant experience. |
| **Skills/Training** | * 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. * 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. | * Financial package software e.g. Agresso * HR software e.g. Adapt * 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. |  |

**Decision Making**

1. taken independently by the role holder

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| Responsible for the contributing to the development of temporary recruitment solutions for campus departments including short-listing and selecting temporary employees 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. |

1. taken in collaboration with others

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

1. referred to the appropriate line manager (please name) by the role holder

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| 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. |

**Additional Information**

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**Please quote ref:**