

Role Profile

Part A - Grade & Structure Information

Job Family Code	6BF	Role Title	Recruitment Administrator
Grade	PS6	Reports to (role title)	Recruitment Administration Team Lead
		Directorate/School	Resources
JE Band	192-227	Service/Department	People and Change
		Date Role Profile was created	Apr-22

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Create, collect and complete pre-employment checks, as required, for candidates who have been appointed to the council and then setting them up on payroll. Build and utilise knowledge of the standard terms and conditions of employment across the organisation to ensure timely administration and delivery of offer letter and contracts of employment.</p> <p>Advise and guide Managers on the validation and verification of checks as needed, ensuring areas of risk or concern are identified and escalated as appropriate.</p> <p>Carry a case load of candidates being appointed for an area of the council as directed and ensure systems, candidates and hiring managers are kept up to date, being a first point of contact for both via phone and email.</p> <p>Collate data and make evidence based recommendations on process improvements and prioritisation of team resources.</p>
Work Context	<p>The Recruitment and Resourcing team are part of the People and Change function which supports the council in achieving its ambitions for the benefit of Surrey residents. It drives transformation and organisation-wide cultural change and works in a culture that:</p> <ul style="list-style-type: none"> • puts the customer front and centre; • is enabling and facilitating; • makes decisions based on evidence; • looks ahead through scenario planning and future proofing; • is confident and risk aware; • and is outward looking and driven to achieve. <p>The overall Recruitment and Resourcing teams operational aim is to be best in class by delivering a professional, efficient and cost effective service to the Council. Helping support the organisation find the right people for the right job with an efficient, effective recruitment administration process, attraction and advisory service supporting the organisation become an employer of choice whilst ensuring that vulnerable groups are given full consideration and that we support creating a diverse work force that reflects the community we serve.</p> <p>The Recruitment Administration Team is responsible for working with operational delivery teams across the council to manage efficiently and effectively the recruitment administration (contracts and pre-employment checks) and onboarding, on to payroll, of candidates being appointed.</p>

Line management responsibility if applicable	Not Applicable.
Budget responsibility if applicable	Not Applicable.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Provide and manipulate data for statistical purposes and run and present standard reports. • Prepare and despatch a range of correspondence/documents to facilitate efficient response to enquiries and timely conclusion of any process connected with the defined area of activity. <p>Service Delivery</p> <ul style="list-style-type: none"> • Deliver a range of administrative and/or customer/consultancy services in support of existing systems or processes to agreed standards, to maximise service quality and continuity. • Receive and respond to everyday enquiries from colleagues and customers to provide a timely, courteous and effective service. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Support a group of senior staff/service team, ensuring confidentiality, and assisting in the effective organisation of internal/ external meetings and activities to support a high standard of office organisation. • Plan and prioritise own week-to-week work activities, to ensure operational efficiency. Refer to more senior colleagues for prioritisation of non-standard work. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Follow established ordering procedures to ensure adequate resources are available. <p>Work with others</p> <ul style="list-style-type: none"> • Maintain a network of contacts, knowing who to liaise with on key issues to report on and resolve issues. • Communicate and liaise with service users and/or external contacts, usually through established routine connections as own section of work requires. <p>People Management</p> <ul style="list-style-type: none"> • Guide junior staff in duties to facilitate their development and ensure routines observed. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Minimum 5 GCSEs at Grade C or above, or equivalent, or able to evidence ability at an equivalent level. • Relevant HR, management, communication, business administration or financial qualification to NVQ Level 2/3, or able to evidence knowledge/understanding of relevant discipline. • Familiar with one or more of the specific processes used in the relevant discipline. • Ability to apply relevant health and safety, equality and diversity, and other County/Service policies and procedures. • Competent in a range of IT tools. • Ability to work with others to achieve objectives and improve customer service. • Good written and oral communication skills with the ability to build sound relationships with customers. • Good administrative /organisational and analytical skills. • Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative. • A methodical approach to information gathering, recording and reporting. • Previous relevant work experience. • Experience of maintaining business processes and systems. • Ability to guide and support less experienced or more junior colleagues (for some roles).
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Awareness of and commitment to Surrey County Councils Core Values:</p> <ul style="list-style-type: none"> • Our Residents • Being Excellent • Being Open • Working together • Respecting others
Role Summary	<p>Roles at this level provide a business support service as part of a specific service or service team. They will carry out a range of administrative tasks using knowledge of general office routines and procedures, together with a broad understanding of the department and how the tasks directly support the service or service team. The work is within established processes and procedures and while it may not be subject to direct supervision, guidance is readily available. They will be expected to organise their own workload and set their own priorities within short, e.g. day-to-day or week-to-week timescales, usually reacting to clear deadlines or processes. They support more senior staff by executing the detailed processes in specific aspects of business, financial, communication, facilities and/or HR administration and will be fully versed in all the procedures of their specialism. They may be involved in guiding the work of more junior staff. For some roles, customer service may be the predominant feature, e.g. dealing with a variety of clients in relation to a department's activities. Others may support a group of more senior staff with some of the more routine duties and ensure matters are dealt with appropriately when they are out of the office.</p>
Reference Number	<p style="text-align: center;">BM-2022-285</p>