Recruitment Profile

Job Title: Recruitment Assistant

About the Job

The post holder will provide an effective and efficient Resourcing & Recruitment service to NHS England (NHSE) for all staff groups, ensuring that all information leaving the department is to quality standards and in line with NHSE's policies and procedures.
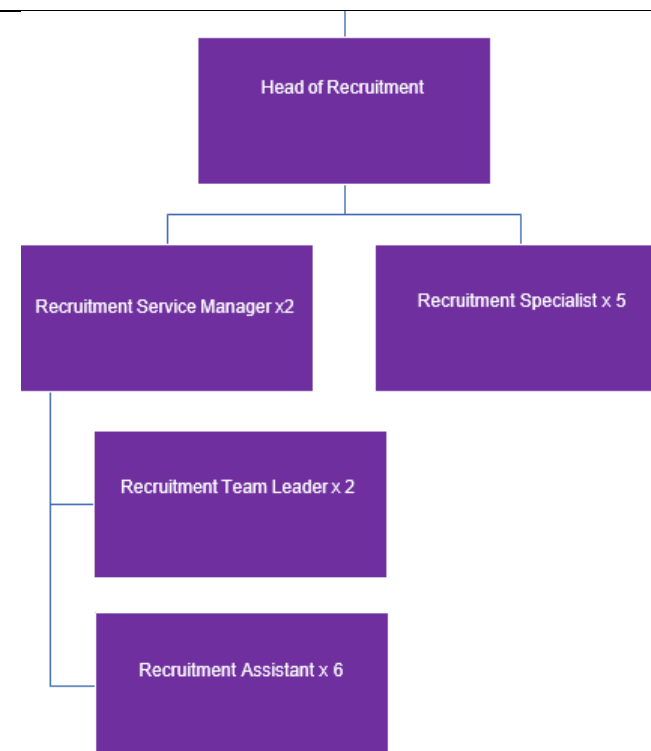
The Recruitment Assistant will undertake all transactional activity on TRAC to support NHSE recruitment ensuring that an excellent service is offered to managers and candidates throughout the recruitment cycle; that all documentation issued is accurate and of a high quality; and that new starters to the organisation receive a full HR induction.

The Recruitment Assistant will work seamlessly with our payroll provider to ensure all payroll activity is coordinated and that an accurate payroll is delivered on behalf of the organisation.

The Recruitment Assistant will work closely with colleagues in the other regions to ensure a consistent approach across the organisation. They will also be expected to have close links with the wider HR&OD team.

The Recruitment Assistant will be expected to be flexible and will be required to undertake duties outside of this role specification from time to time, as required.

Organisation Structure

Head of Recruitment

Recruitment Service Manager x2

Recruitment Specialist x 5

Recruitment Team Leader x 2

Recruitment Assistant x 6

About Us

NHSE provides leadership for the education and training system. It ensures that the shape and skills of the future health and public health workforce evolve to sustain high quality outcomes for patients in the face of demographic and technological change. NHSE ensures that the workforce has the right skills, behaviours and training, and is available in the right numbers, to support the delivery of excellent healthcare and drive improvements through supporting healthcare providers and clinicians to take greater responsibility for planning and commissioning education and training.

Our **ambition** is to be the best organisation of our type in the world by living our values every day.

Our Core **Values** are that everyone feels **valued and respected** and are **included and involved** in everything that affects them; are **trusted** to make decisions with clear reasons in order to **be empowered** to deliver; are committed to clear, **effective communication**, which is transparent and open when sharing information; takes **pride and has integrity** in everything we do and recognises that everyone has a significant contribution whilst taking **personal**

responsibility and accountability for actions and behaviours.

Recruitment Profile

About You
This section details the personal attributes we require for this role. If you feel these describe you, we would welcome your application

Behaviours and Values

- Behaves in a way that is consistent with the NHS Constitution
- Works in a way that complies with legislation and organisational policy on health, safety and risk management
- Aware of the impact of own behaviour on others
- Works as part of a team to support others with a commitment to the achievement of deadlines
- Commitment to own personal development
- Ability to maintain confidentiality and trust
- Positive can-do attitude who shows pride in their work
- Good interpersonal skills
- Understand and be committed to equality of opportunity and good working relationships
- Commitment to Best Practice and providing an excellent service

Skills and Abilities

- Strong organisational skills, and ability to work on own initiative
- Effective time management and able to manage own workload
- Team player and ability to self-motivate
- Able to support and build relationships with a range of stakeholders, colleagues, and service-users
- Able to deliver a high standard of customer care, taking appropriate action to maintain quality and respectfully resolve any queries or complaints in line with policies and procedures, but also using initiative where necessary
- Positive customer/client orientation and highly developed customer care skills
- Excellent interpersonal and communication skills, both written and verbal, using these to build and maintain positive working relationships
- Ability to concentrate for long periods of time
- Ability to cope with an maintain focus whilst experiencing frequent interruptions
- Excellent attention to detail and high level of accuracy in all work
- Flexible, adaptable, and able to meet competing priorities and deal with change
- Ability to provide a professional service at all times
- Ability to self-direct and prioritise own workload, supporting that of the team
- Demonstrates a strong desire to improve their own performance and make a difference by focusing on goals
- Willing to engage with and learn from peers and colleagues
- Ability to work effectively as part of a team and to work collaboratively
- Used to working in a fast-paced environment

Experience and Knowledge

Essential:

- Proven experience of working in a team environment and delivering team objectives.
- Evidence of working effectively under pressure, resolving issues, meeting deadlines and prioritising workload in a challenging and demanding environment, as an individual and as a team.

Qualifications and Training

- HNC/A Level/ NVQ3 or other diploma or equivalent level of knowledge ·
- Good understanding of a range of work procedures and practices obtained through formal training or equivalent experience - procedures are mainly routine, but will contain some aspects of non-routine work

- Working knowledge of MS Office packages including Outlook, Word, Excel and SharePoint   - Experience of working in an administrative environment, providing a seamless administrative, customer-focused service   - Understanding of confidentiality and Data Protection legislation including Information Governance   - Experience of working as part of a team and being flexible in order to support other colleagues' activity   - Demonstrable experience of dealing with the public and processing routine information   - Demonstrates good understanding of customer service needs, and how to provide an excellent customer journey to all service-users   **<u>Desirable:</u>**   - Knowledge of TRAC or other applicant tracking systems   - Knowledge of ESR   - Experience of working in a recruitment environment   - Experience of recruitment processes, and principles that underpin these

Expected Outcomes

About your role
This section details the outcomes and deliverables that would be expected from the role

Engaging People/Key Working relationships	**Delivering Results/Functional Responsibilities**
- Ensure that any complaints, comments or suggestions are dealt with appropriately, resolving where possible and escalating as appropriate where required - Build personal credibility and support HR colleagues in making key decisions and offering a range of solutions regarding recruitment matters. - Provide and receive routine communication regarding recruitment issues (written, oral or electronic) where a degree of tact, diplomacy or sensitivity is required to be shown. - Establish and proactively maintains effective relationships with a range of third parties and staff members. - Answer routine and non-routine queries submitted via telephone and email as necessary, and ensure that matters of priority are brought to the attention of the relevant colleagues	- To provide first-class recruitment support to all service-users for the full recruitment cycle. - To support and maintain all resourcing activity across NHSE, ensuring all activity meets NHSE, NHS and legislative requirements and an efficient and effective service is maintained. - Ensure vacancy advertisements meet NHSE style with the correct documentation and advised on the correct channels including TRAC and NHS Jobs. All posts must be advertised in line with NHSE KPI's. - Liaise with relevant departments to co-ordinate the authorisation and advertising of all posts. - Ensure all vacancies are added into ESR - Setting up of interviews with the TRAC system as per instruction of recruiting manager. Keep recruiting managers informed of any relevant correspondence such as withdrawn applications. - Follow up with recruiting managers to ensure conditional offers can be issued to successful candidates in line with NHSE KPI's. - Process conditional offers on TRAC and issue conditional offer letters in line with NHSE KPI's - Carry out pre-employment checks as set out in the NHS Employer Checks Standards using TRAC to record and monitor these. Pre-employment checks need to be completed in line with NHSE KIP's - Prepare and sent out contracts and addendums to contract ensuring the correct terms and conditions are issued. - Complete and submit new starter payroll forms following internal processed and in line with NHSE KPI's. - Ensure all new starter administration is complete including CSD calculations and recording of pre-employment checks in ESR. - Process any contract amendments in line with NHS Terms and Conditions and issuing any addendum to contracts and the submission of payroll forms. - Ensure regular contact is made with the applicant and their recruiting/line manager to prevent any delays to start dates Maintenance and housekeeping of the TRAC recruitment system to

	ensure all roles are shortlisted in line with NHSE KPI's. This includes sending regret emails to those not shortlisted. • Answer and resolve any applicant queries in relation to their pre-employment checks • Follow NHSE organisational policies and procedures and other quality approaches as required and encourage others to do the same • Work effectively within the limits of own competence and area of responsibility and accountability; obtain help and advice where needed • Work to support the team and be responsive when people ask for help or support • Own workload is managed effectively, and ensure high quality of work maintained • Responsibility for financial control held ensuring any resourcing activity processed is in line with approval at establishment control panel and starting salary policy • Monitor quality and audit own work including adverts, offer letters, contracts, addendums and payroll forms in own area and alert others to quality issues • Identify practical training & support needs for own work areas or and coach to new members of the team to ensure business resilience

Management and leadership	Setting Direction and Service Improvement
- Manage and prioritise their own day-to-day activities in line with the team workload, priorities and deadlines. - Regularly analyse their progress and report areas of concern to the Team Leader and Resourcing and Reward Manager as appropriate Seek feedback from others to help identify own development needs. - Offer help and guidance and feedback to others to support their development or to help them complete their work requirements effectively. - Proactively identifies development needs for own emerging work demands and future career aspiration and discusses these with line manager. - Exhibits self-believe and believes in own ability to deliver. - Focuses on the achievement of goals for the organisation's benefit as well as own benefit. - Make effective decisions based on all information available. - Make suggestions to improve the service and processes. - Assist with the induction of new staff members, including providing information and demonstrations of processes and explaining their own activity.	- Identify and propose changes to Recruitment Team processes and corresponding work instructions based on personal experience, lessons learned and feedback in order to enhance the success and service delivery of the team. - Share lessons learned and suggestions for improved ways of working/Best Practice with the rest of the team. - Adapt to and adopt changes to work instructions and practices as and when they are implemented. - Promote the professional image of the organization. - Adapt own work and take on new tasks as agreed, asking for help if needed. - Respond positively to change. - Ensure the delivery of NHSE's Recruitment Service complies with NHS and legislative regulatory requirements.

Benefits Information

About the Benefits	
This section details the benefits of working for NHSE	

What's great about this post?	What's the terms and conditions?	
Working as part of the Recruitment Team you will drive recruitment and resourcing activity across NHSE striving for a best-in-class service. The role is varied, and you will be involved in a full range of end-to-end resourcing activity, you will be supporting our managers to recruit quickly and safely. The team is small and friendly and we look forward to welcoming you to the team!	As an NHS employer the following terms and conditions apply to this post:-	
	Salary Usually starting at the minimum and progressing in line with NHS TCS 2023 Pay Scales.	NHS TCS 2023: Band 3
	Hours of Work	37½ hours per week. Monday to Friday
	Permanent, Fixed Term or Secondment	FTC/Secondment until 31-Mar-2025
	Leave and Bank Holidays: 27 days per year and 8 bank holidays, pro rata if part-time. Leave increases to 29 days per year after 5 years service and 33 days per year after 10 years service.	
	Pension: The NHS Pension Scheme is based on length of service and salary at retirement (not dependent on investment returns).	

What other opportunities are available to me?	Other useful information
We'll be committed to your training and development from day one. When you join, you'll receive an induction and have the opportunity to attend a variety of skills-related courses, some on-line. Our learning and development strategy includes all the ways that we can support you to 'shine' and excel in your role and is open to our staff at every level in our organisation. It also includes Leadership and Management development and provides the opportunity to apply for funding to support personal development activity.	Your essential role will indirectly contribute to saving and improving people's lives. Job-sharing and part-time working is welcomed. Please indicate this on your application form. We are committed to implementing reasonable adjustments for people with disabilities. If you are successful, you will be issued with a contract of employment which will include a full statement of the terms and conditions of service and Recruitment Profile.