

**University of Derby Job Description**

# **Job Summary**

## Job Title

Recruitment Assistant

## Department

Human Resources

## Location

Kedleston Road, Derby

## Job Reference Number

0481-21

## Salary

£20,550 to £22,200 per annum

## Reports To

Recruitment Team Leader

## Line Management Responsibility

No

# **Job Description and Person Specification**

## Role Summary

Recruitment Assistants are at the forefront of our HR Operations service, providing a highly professional HR Recruitment service to the organisation.

The role involves frequent interaction with both internal and external customers through the delivery of first-class customer engagement.

Recruitment Assistants are proactive and use initiative to resolve problems and queries relevant to the role and department. Over time, Recruitment Assistants become subject matter experts in both Higher Education recruitment and the University of Derby.

The role supports wider HR teams and other departments, therefore excellent cross team working and the ability to constantly seek better ways of providing services is essential.

## Principal Accountabilities

1. Work in partnership with key internal and external stakeholders, to provide a proactive, organised and accurate recruitment service for a range of positions.
2. Act as the first point of contact for all internal and external queries relating to high volume recruitment.
3. Provide a best-in-class service to the Organisation by participating in briefing meetings with Recruiters to clearly support recruitment needs.
4. Build and maintain relationships with external and internal customers in a manner that results in the highest quality, most efficient and cost-effective outcome for the organisation.
5. Use the e-recruitment system (Stonefish) to manage a high volume of candidate applications
6. Work as a liaison and act as an advisor and recruitment subject matter expert and built rapport and strong relationships with Recruiters, HR colleagues and candidates alike.
7. Monitor and manage the Recruitment Inbox, responding to and resolving queries from both internal and external stakeholders in a timely manner
8. Maintain relationships with candidates in the talent pool for future roles, keeping them regularly updated and regularly informed on opportunities.
9. Schedule interviews for candidates and manages queries effectively and efficiently to ensure the assessment event is attended to full capacity.
10. Ensure candidate files are maintained with appropriate documentation to ensure full compliance at all times to retention policies and legislation
11. Work to key KPI’s and SLA’s and ensure these are adhered to at all times
12. Source and attend webinars, career fairs and networking events to promote our employer brand and keep abreast of industry changes
13. Ensure all live vacancies are advertised compliantly and where appropriate, on job sites, social networks, internally liaising with Recruiters prior to advertising to discuss the Recruiters needs.
14. Provide effective engagement with unsuccessful candidates to deliver a professional and constructive rejection message, and where appropriate liaise with the Recruiter to manage the candidate experience.
15. Ensure adherence to policies and employment legislation including but not restricted to Right To Work and UK Visa and Immigration legislation.
16. Apply for references, process DBS checks and verify right to work.
17. Support Recruiters with required training needs around the recruitment lifecycle by working closely with the Resourcing Specialist and Recruitment Team Leader to recommend trends/demands to ensure we can meet the Organisational needs.
18. Become an expert on the Applicant Tracking System and act as an advocate for this at all times sharing best practice to ensure the Organisation utilise the system fully.
19. Support HR projects as required by the Recruitment Team Leader.
20. Maintain individual weekly and monthly reporting to ensure individual KPI’s and objectives are delivered, and concerns/issues are escalated accordingly.
21. Operate to key processes and procedures to ensure the business receives a professional, efficient and consistent service at all times.
22. Assist the HR Operations team with the on-boarding process.
23. Assist with other HR related duties as and when required.

## Person Specification

### **Essential Criteria**

#### **Qualifications**

* GCSEs in Maths and English (Grade 4 minimum) or equivalent qualification/ level of experience
* A Levels or equivalent (qualification/level of experience)

#### **Experience**

* Experience working within an internal or external resourcing team
* Experience of consistently delivering an exceptional customer-focused service
* Experience working in partnership with key internal and external stakeholders, to provide a proactive, organised and accurate recruitment service for a range of positions
* Experience in adapting to change and learning new technology quickly

#### **Skills, knowledge & abilities**

* Excellent communication skills and the ability to build relationships at all levels
across the business to gain credibility
* Excellent attention to detail
* An independent problem solver who can set priorities
* Solutions focused with a ‘can do’ attitude
* Strong organisational skills with the ability to work to challenging deadlines with changing priorities
* High level of initiative and the ability to work as part of a team and
independently
* Motivated to drive your own successes and personal development
* Embrace change and welcomes this by understanding the end goal is to deliver a best-in-class service
* Competent at using MS Office applications and Outlook, ideally with a solid grasp of excel
* Able to use recruitment technology and social media platforms
* A strong team player and willing to help others as required
* Able manage team inbox alongside own emails to resolve internal and external queries

#### **Business requirements**

* Work flexibly as required to meet the demands of the role

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

The University of Derby is committed to promoting equality, diversity and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)