

JOB DESCRIPTION

Job Title	Project Co-ordinator - Recruitment		
Directorate	Children, Families and Education		
Reporting to			
Grade	11		
Evaluation ref:	AU1134	Job Family ref:	
Role Purpose			
The Recruitment Coordinator plays a key role within the Assessment and Recruitment Team by supporting the effective attraction, engagement, and coordination of prospective foster carers. This role ensures a smooth and responsive recruitment journey from initial enquiry through to assessment, helping to maintain a robust pipeline of high-quality applicants. Working closely with colleagues across marketing, assessment, and training, the Recruitment Coordinator contributes to the strategic goal of increasing the number and diversity of approved foster carers. Through excellent communication, organisational skills, and a strong focus on customer service, the postholder ensures all potential carers receive timely, accurate information and feel valued throughout the process. This role directly supports the team's wider mission of providing safe, stable, and nurturing homes for children and young people by helping to identify and progress suitable foster carer candidates efficiently and compassionately.			
Accountabilities			
Ensure all staff within the team are supported through the process of customer service and enabled to take part in the development of the service. Contribute to service planning, resource deployment, service performance and monitoring. Lead on the tracking of enquiries, and the processing of customer data, to enable clear analysis and service planning. Lead on the response to customer enquiries through the provision of high-quality services, gathering qualitative data to enable adaptable service delivery. Contribute to moving the service forward to increase sufficiency, ensuring targets for growth are achieved. Manage a small team of Senior Social Work Assistants, to drive and process customer enquiries, deliver services that enables key objectives to be met. Supervise, record and monitor staff progress and development within the team and promote a culture of learning and improvement.			

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Lead on the provision and delivery of high-quality home visits, enabling the filtering of potential foster carers to be completed in a timely and managed way with clear rationale.

Review progress against targets and manage performance. Implement annual appraisal, training and development plans and good personnel practices.

Devise the administrative and data collection activities to ensure the efficient and effective delivery of the teams' objectives.

Together with service leads, and team managers, devise the marketing and communication plan for the service.

Contribute to the development and improvement plan, e.g. organisational, communications, marketing, operational, administrative, and financial aspects.

Work across different teams in a number of Services to ensure that specific tasks and actions in the development plan are delivered. Provide progress and highlight reports, which identify and recommend appropriate actions to be taken wherever a delay or difficulty is encountered.

Undertake data analysis and assimilation, information from other Local Authorities and organisations and review against existing arrangements/practices and make recommendations. Draft procedures, documents, presentations, communications and liaise with all necessary bodies, groups, teams and individuals involved in the outcome.

Contribute to the construction of the Fostering Service Plan and lead on the practical/operational policies within the service area. Highlight to Team Managers and the Strategic Operational Manager any emergency risks or where urgent action is required.

Influence and manage change including delivery of actions through others. Set targets to be achieved through supporting the defined work programmes.

Monitor progress on a regular basis and anticipate any difficulties that may delay implementation and progress. Where delivery may be delayed, consult with others to agree solutions to ensure smooth development and implementation.

Interpret policy and developments into hard and fast actions. Draw up guidelines, procedures, and guidance notes, e.g. record keeping and data management, to ensure the service has all the information available to operate effectively. Advise the Management team on new areas of development and changes to policies and legislation.

Ensure the facilitation of meetings, which includes organising formal and informal consultation arrangements with key stakeholders as well as established groups/meeting cycles within the Service.

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Lead contact for monitoring and evaluation of enquiries through to assessment and approval. Liaise with the operational teams in relation to key performance indicators and produce reports for the Management group. Highlight any key risks to the service about potential non-delivery or where urgent action is required.

Gather and analyse data to enable enquiry targets and processing timeframes to be met and for qualitative filtering of prospective foster carers.

Undertake complaint and special investigations as required.

Oversee the management of a budget, when required, and ensure best value is achieved. Ensure finance and spend is compliant with legislation and Somerset County Council policies and procedures. Meet with the Senior Managers and Finance Managers and supply accurate reports on budgets when requested.

Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Understanding of the foster carer recruitment and assessment journey.	x	
Familiarity with safeguarding principles and an understanding of the fostering context.		x
Knowledge of equality, diversity and inclusion principles in public engagement and recruitment.		x
Knowledge of data analysis, qualitative data gathering, and adaptable service delivery.		x
Awareness of targets for growth and sufficiency in service delivery.		x
Experience		
Experience in recruitment, customer service, social care, or similar roles involving engagement with the public.	x	

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Experience supporting applicants through complex or multi-stage processes.		x
Experience working with communications or marketing teams to support campaigns, events, or social media activity.		x
Experience managing a small team, including supervision, recording, and monitoring staff progress.		x
Qualifications / Registrations / Certifications		
GCSEs (or equivalent) in English and Maths at grade C/4 or above.	x	
Relevant Level 3 qualification in social care, customer service, business administration, or similar.		x
Evidence of continuing professional development in recruitment, fostering, or communications.		x
Skills		
Excellent interpersonal and communication skills, with the ability to build rapport and maintain supportive relationships with prospective foster carers.	x	
Strong organisational and time management skills; able to manage multiple applications and tasks simultaneously.	x	
Confident in engaging with individuals from diverse backgrounds in a sensitive and inclusive manner.	x	
High attention to detail in maintaining accurate records and managing applicant information.	x	
Strong written skills to contribute to promotional content and correspondence with applicants.	x	
Collaborative approach to working with colleagues across recruitment, assessment, communications, and fostering teams.	x	
Proficient in using digital systems including Microsoft Office (Word, Excel, Outlook) and case management systems.	x	

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Ability to handle confidential and sensitive information with professionalism and discretion.	x	
Analytical skills for tracking enquiries, processing customer data, and service planning.		x
Skills in drafting procedures, documents, presentations, and communications.		x
Working Conditions		
Dimensions of the role		
Working Arrangements		
Somerset Council's Dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
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Date: