

## JOB DESCRIPTION

<b>Job Title</b>	Recruitment Services Assistant		
<b>Service</b>	HR & OD		
<b>Reporting to</b>	Recruitment Team Lead		
<b>Grade</b>	14		
<b>Evaluation ref:</b>	AG0911	<b>Job Family ref:</b>	
<b>Role Purpose</b>			
<p>The Recruitment Services Assistant provides day-to-day operational support across key recruitment service areas, including resourcing, disclosure processing and Dillington advertising. The role ensures that managers, candidates, and members of the public receive accurate information, timely updates and consistent, customer-focused advice. By maintaining both manual and digital systems, preparing and quality-checking adverts, and responding promptly to correspondence, the postholder helps ensure recruitment activities run efficiently and in line with agreed service standards, policies and regulatory requirements.</p> <p>Supports continuous improvement within the service by identifying issues, suggesting solutions, and taking ownership of actions through to resolution. Working proactively with a wide range of managers, colleagues and external contacts, the postholder helps maintain strong relationships, team morale and a positive working culture. The role requires sound judgement to manage routine cases independently while recognising when escalation is needed, alongside upholding the council's values and commitments to equality, diversity, inclusion, health, safety and wellbeing in all aspects of work.</p>			
<b>Accountabilities</b>			
<p>Responsible and accountable for the day to day to support of one or more of the following processes; Resourcing, Disclosure or Dillington Advertising. This will involve providing support, advice and updating Managers/clients/members of the public, applicants/candidates as required both in writing and verbally.</p> <p>Act as day-to-day contact, providing general advice keeping in mind customer focus and customer excellence and ensuring that levels of service, quality and availability meet or exceed any agreed standards and/or organisational targets.</p> <p>Issue Resolution – deal with where appropriate and identify corrective and preventive actions, flagging or escalating to the relevant Manager.</p> <p>Maintain and update manual and computer systems.</p> <p>Provide less experienced colleagues with advice, guidance, training and quality assuring work.</p>			

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Resourcing/Dillington Advertising – write and prepare adverts. Make suggestions for improvement to ensure quality and effective adverts; consideration and guidance on where to post.

Respond to all correspondence and actions in a timely response in line with the service level agreements.

Contribute to the team morale/culture, positively influencing the working environment.

Identify improvements and make suggestions, take ownership of actions to see improvement through to resolution.

Manage own workload dealing on a daily basis with conflicting priorities and urgent requests for assistance/information and will meet deadlines set by regulations, policies and legislation.

Identify appropriate course of action for routine cases or understood procedures and undertake these without recourse to further consultation. Identify more complex cases where there may be a need to seek guidance from the relevant Manager.

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
<b>Knowledge</b>		
<b>Experience</b>		
Experience of providing administrative or business support within a busy office or service environment.	X	
Experience of working to deadlines while managing competing priorities and maintaining accuracy.	X	
Experience of maintaining accurate records, data entry and updating systems.	X	
Experience of providing customer-focused support and responding appropriately to enquiries.	X	
Experience of working in a recruitment, HR, resourcing or advertising environment.		X
Experience of liaising with external suppliers, contractors or partner organisations.		X
Experience of processing recruitment adverts, public notices or similar communications.		X

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Experience of working to service level agreements or agreed performance standards.		X
<b>Qualifications / Registrations / Certifications</b>		
Educated to GCSE/ NVQ Level 2 standard or equivalent including Maths and English.		X
<b>Skills</b>		
Good IT skills, including the use of Microsoft Office applications and the ability to learn bespoke systems.	X	
Ability to communicate clearly and professionally, both verbally and in writing, with a range of customers and stakeholders.	X	
Ability to work effectively as part of a team while also using initiative to manage own workload.	X	
<b>Working Conditions</b>		
Work Environment: The role involves working both independently and as part of a team, with access to modern office facilities and resources.		
<b>Dimensions of the role</b>		
<b>Working Arrangements</b>		
Somerset Council's Dynamic Working Strategy will be applied to this position.		
<b>Corporate Accountabilities</b>		
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.		

Date: September 2018