

JOB DESCRIPTION

Job Title	Recruitment Services Assistant		
Directorate	HR&OD		
Reporting to	Dillington Advertising Team Leader		
Grade	14		
Evaluation ref:	AG0911	Job ref:	Family BAC14
Role purpose			
<p>The Recruitment Services Assistant within Dillington Advertising Services is responsible for creating and booking Public Notices with local newspapers as well as processing recruitment adverts for both internal departments and external customers. The role involves a variety of tasks including:</p> <p>Communicating with internal departments, external customers and media vendors; Setting adverts on PC based QuarkXPress, providing quotes, using bespoke software, booking adverts in newspapers, voucher cutting. Uploading adverts to JobsInSomerset, quoting for job boards, booking adverts on job boards. Paying invoices. Data entry. Microsoft: Outlook, Teams, SharePoint and One Note.</p> <p>The role requires a proactive approach to problem-solving, excellent communication skills, working to strict deadlines, and the ability to work as part of a team whilst using initiative and managing individual workloads.</p>			
Responsibilities			
<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.

Impact

Contacts & Relationships

Resourcing - Frequent contact with a wide range of Recruiting Managers within Somerset Council, to exchange information and resolve any issues. Will proactively seek to develop good working relationships with all contacts, including candidates, Somerset Council contacts and their own team members.

Most assignments involve direct contact with candidates and the work can be sensitive, so diplomacy and discretion are required to deal with such exchanges. Much of the work will be confidential in nature.

Dillington Advertising – Frequent contact with colleagues, internal departments, external customers and vendors.

Will make contact with other people/organisations for the purpose of fact-finding; advising; supporting or providing or obtaining information.

To understand, uphold and promote:

- The aims of the Council's equality, diversity and inclusion policies
- Health, safety and wellbeing of self and others
- Somerset Council's Organisational Values and Behaviours.

Resources

Resourcing - it is anticipated that the team will deal with circa 70 staff recruitment exercises per month.

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Disclosure - it is anticipated that the team will deal with circa 550 DBS clearances per month.

Dillington Advertising Services - it is anticipated that the team will deal with circa between 400 - 600 exercises (adverts/public notices) per month.

	Essential	Desirable	
Knowledge			
<ul style="list-style-type: none"> Excellent IT skills and ability to learn new software such as QuarkXPress and data entry 	X		
<ul style="list-style-type: none"> Basic finance 		X	
Experience			
<ul style="list-style-type: none"> Working to strict deadlines Working as part of a team Customer service 		X	
Qualifications / Registrations / Certifications			
<ul style="list-style-type: none"> Educated to GCSE/ NVQ Level 2 standard or equivalent including Maths and English. 	X		
Skills			
<ul style="list-style-type: none"> Good communication skills IT literacy – Windows, Microsoft, typing and internet navigation Interpersonal skills – working closely with team members and customers via email and Teams Organisational skills – ability to manage own workload and work to deadlines Accuracy – ability to reliably check for errors and maintain workflow 	X		
Working Conditions			
<p>This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <p>Location: Primarily the team work remotely as per organisational policies, access to local offices is available.</p> <p>Work Environment: The role involves working both independently and as part of a team, with access to modern office facilities and resources.</p>			

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Health and Safety: Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.

Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

Corporate Responsibilities

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: June 2025