JOB SUMMARY

Post Title	***HR Recruitment Officer (Career)***						
Job Family	*Business Support*	**Pay Range**	*5*	**Line Manager to others?**	**No**	**Role profile ref**	*BS05*
Service Area	*Human Resources – Recruitment*						
Line Manager	*Recruitment Team Leader*						
Location	*County Hall, Newport / Agile*						

Job Purpose

To promote #TeamIWC vacancies and our employer brand to the local and national recruitment market.

Support delivery of an effective, efficient recruitment service designed to attract, engage and retain staff (internal, external and temporary) to the Isle of Wight Council central workforce and affiliated school teams.

Support all recruitment activity with key focus on creation, delivery and marketing of bespoke recruitment campaigns and the promotion of the Isle of Wight Council as an aspirational workplace of choice at a range of community events and careers focused events.

Using a sound understanding of the wider organisation gained through effective liaison and research, to accurately represent council teams within the boundaries of the employer brand, to attract the right applicants for roles at all levels across the IW Council workforce.

Support delivery of external, digital, partner platforms covering elements of the recruitment process (for example, Disclosure Barring Service, temporary agency workers, pre-employment checks) whilst supporting the wider transactional and advisory HR service for the council and schools in line with national and local agreements.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Engage proactively with hiring managers and job applicants, to ensure a friendly, professional and accessible recruitment experience whether individuals are hiring or applying to a vacancy.
- Provide support to hiring teams to attract a relevant selection of suitable, well-matched / qualified applicants to each of our roles without the need to re-advertise (reducing the time to hire and reducing the associated cost of long-term vacant posts)
- Confidently utilise a wide range of communication approaches to assist with creation and delivery of advertising campaigns locally and nationally, liaising with Communications and our Websites team to complete work to a high standard in line with corporate guidelines.
    - Liaise with our Communications team to provide content and scheduling information for social media platforms including LinkedIn, Facebook, Instagram, YouTube and TikTok.
    - Enable the Communications team to effectively organise national ‘paid advertising’ ensuring accurate information and timescales are given and information is delivered effectively to hiring teams. Focus on getting the best results from available budgets when undertaking paid advertising.
    - Confidently support with content creation using available tools such as social media, video and digital design platforms such as Canva
    - Creation of ‘written word’ content with the support of line manager, to be published across a variety of mediums including social media. Assist with creating cohesive, professional adverts and support the delivery of council careers webpages.
    - Ensure regular updates are communicated to our teams internally regarding the recruitment process and how to get the best from it.

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- Assist in the organisation and promotion of careers and staffing events (occasionally outside of standard working hours) both locally and nationally, including

    - physical set up of events and delivery of resources such as stands and banners where needed
    - face-to-face client / candidate engagement, proactively approaching individuals at events in a friendly, confident and professional manner to promote employment opportunities
    - ensure our employer brand is positively recognised and competes in the marketplace.

- Support with the provision of clear, concise, accessible advice and guidance, both verbally and in writing, to support hiring managers, employees and schools - in line with HR policy and where relevant, our SLA standards.

  This can include providing effective guidance on:

    - how, where and when to effectively advertise vacancies
    - the engagement of temporary workers via agency
    - undertaking Keeping Children Safe in Education (KCSiE) online searches
    - Disclosure Barring Service (DBS) checks

- Process all relevant forms and enter data accurately into the appropriate HR systems in a timely manner to meet organisational deadlines. Ensure all necessary checks have been undertaken, and documents have been provided.

- Assist the team with delivery of quality control reviews, from checking data has been recorded accurately to checking external adverts and marketing. Notify line management of issues.

- Be proactive in assisting with delivery of projects and be forthcoming with ideas that reflect marketing, media and recruitment trends to ensure we are always innovative and current with the promotion of employment opportunities.

- Assist with the administration and day to day usage of external digital recruitment platforms utilised by the recruitment team such as DBS service, Neutral Vendor Managed Services and Digital Pre Employment Checks. Support internal council staff and schools with utilising these systems effectively.

- Maintain a proactive approach to work undertaking duties at the most appropriate time with a clear awareness of the impact on other parts of the HR and Payroll process.

- **Knowledge, Skills and Experience**

Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Practical experience within the relevant working environment.	*Experience working in a sales, marketing, communications or recruitment capacity (ideally within recruitment but this is not required)* *Relevant experience would include undertaking duties such as…* • *marketing of products / services or jobs* • *customer engagement / talent attraction* • *employer / corporate branding* • *customer / candidate liaison* • *event planning and coordination*	**E**	
	Experience of working to and delivering against strict deadlines. Able to demonstrate a sound understanding of time management and task prioritisation	**E**	
	Confident working in a forward-facing customer / client focused service.	**E**	

	Proactively working with the public, in person, on the phone and digitally via email or social media etc.	**E**	
	Able to demonstrate the ability to confidently and proactively engage with a wide cross section of people.	**E**	
	Specific experience of working in within a Recruitment / HR Marketing environment		**D**
Working knowledge of relevant processes and systems.	*Able to demonstrate understanding of key principles of digital marketing such as targeting audience demographics*	**E**	
Knowledge of the service provided in own area.	*An understanding of the role and structure of HR in an organisation and the range of services provided.*	**E**	
	Understand the application of employment law to recruitment processes and systems, including advertising of vacancies		**D**
	Understanding the role of temporary / agency workers in the recruitment market and how recruitment agencies deliver services		**D**
ICT skills including use of Microsoft applications.	*Proficient with standard Office 365 products (Word, Excel, Teams, Outlook etc) or equivalent (Google Docs, Gmail etc)*	**E**	
	Confident to undertake a range of basic data entry and basic digital system administration tasks (user set up, account changes etc) on a variety of external digital platforms.	**E**	
	Experienced in the creation of professional digital artwork in line with corporate branding (using apps such as Canva and Hemingway or similar)		**D**
	Confident to undertake professional commercial content creation for social media platforms due to practical knowledge of platforms such as LinkedIn, Facebook, Tik Tok and Instagram.	**E**	
Good verbal and written communication skills.	*Able to communicate clearly and effectively ensuring complex matters are explained in a simple and appropriate manner to our customers*	**E**	
	Able to confidently support with the delivery of recruitment information and services digitally, via phone, and in person at careers events	**E**	
	Able to evidence experience of confidence in creative writing. Capable of writing effective, engaging and well-articulated, grammatically correct content suited to a varied audience.	**E**	
Numerate and accurate with attention to detail.	*Able to demonstrate a high level of accuracy in correspondence and content to meet policy and legal standards.*	**E**	
	Able to demonstrate high level of accuracy when entering data into digital systems	**E**	
	Experience of supporting managers at all levels in an organisation with recruitment		**D**

Understanding of how to deal with customers appropriately.	*HR processes, with an understanding of their priorities / demands*		
	Able to confidently, professionally and proactively engage with members of the public, partner organisations and commercial entities at a range of events	**E**	
	Able to demonstrate resilience and confidence when undertaking tasks, and possess the ability to professionally challenge, push back and manage competing priorities.	**E**	
Qualifications			
Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Educated to GCSE	*GCSE grade 4-9 (C to A*) in both English Literature AND English Language or able to demonstrate equivalent qualification or equivalent experience*	**E**	
	GCSE grade 4-9 (C to A) in Maths or able to demonstrate equivalent experience*		**D**
Level 3 Business Administration or equivalent (including a requirement to work towards this level) or able to demonstrate equivalent experience.	*Level 3 qualification in recruitment or able and willing to undertake and complete this as part of an apprenticeship.*	**E**	
Driving license	*Ability to drive a vehicle to deliver equipment to events, attend events and to attend all council (and school) buildings and events where required to support with and undertake recruitment and careers promotional activity*		**D**

Other Requirements
May require relevant certifications including evidence of fluency in English language.
May be required to undertake additional duties as commensurate with role and grade
Keeping up to date with Social Media platforms and recruitment trends and tools.
Maintain a proactive approach to work undertaking duties at the most appropriate time with clear awareness of the impact on the transactional HR process and with understanding of SLA agreements and recruitment timelines
Support with the delivery of mandatory elements of the service such as reporting, freedom of information requests, redeployment and ensuring services are legally compliant.
Engage effectively with the relevant HR staff across advisory, operational and transactional teams to maintain awareness of issues and emerging demands within the business.
To attend service meetings across directorates with senior council staff both in person and virtually, to support on specialist recruitment related activity across the council.
Must be able to fulfil the physical requirements of travelling to, attending and supporting events, which may include carrying materials and extended periods of standing / movement around event venues and people facing activity.
Must be able to occasionally attend events outside of normal working hours including the evening.
Career Progression Requirements
This is a career graded role from grade 5 to 6. Progression will be guaranteed if you reach a certain competence as outlined below:
Progression Requirements:
• *Attaining competent knowledge status in all of the core recruitment processes and able to demonstrate this with practical examples / evidence, with sign off by the coordinator / manager.* • *Significant evidence of the application of the core recruitment processes in practice demonstrating application of knowledge and why they are done.*

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- *Demonstrable experience of advising colleagues on the core recruitment processes and ability to advise on all of them if required, with sign off by the coordinator / manager*
- *Robust evidence of an ability to resolve day to day issues without the intervention / guidance of experienced colleagues or the coordinator.*
- *Good understanding of the organisational context of recruitment and its functions, and experience of working with others in the service on HR matters.*
- *Evidence of an understanding of the various types of worker / contracts in the Isle of Wight Council including temporary workers*
- *Evidence of the ability to undertake content creation activities independently to create an 'end to end' campaign plan for a variety of roles*
- *Evidence of the completion of the level 3 qualification in recruitment*

Evidence Requirements:

- *Evidence to support progression is not based on a single event.*
- *Experience must be demonstrated by regular interaction at the required level and backed up by general observation from the coordinator / manager.*
- *Initially the focus will be on attaining the required level of knowledge about the core recruitment processes.*
- *The focus will then be on gaining experience applying your knowledge of the core recruitment processes and growing your practical knowledge.*
- *You will start advising others on the application of the core recruitment processes and develop an understanding of the reasons why and how they need to happen.*

Expected Timeframes for Completion:

- *The timeframes will differ for each person depending on the experience and progress but on average it is likely that this will take up to 2 years.*
- *The first year is to gain competent knowledge of the core recruitment processes*
- *Year 2 is to gain experience, expand (broaden and deepen) your knowledge, and understand the context of HR and complete the qualification.*
- *At this point there may be opportunity to undertake further academic learning subject to your career aspirations*