JOB SUMMARY

Post Title	***HR Recruitment Officer (Career)***						
Job Family	*Business Support*	**Pay Range**	*6*	**Line Manager to others?**	**No**	**Role profile ref**	*BS06*
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 candidates, fostering strong relationships to ensure a seamless and accessible recruitment experience. Use a range of communication approaches to ensure regular updates are implemented and communicated regarding the recruitment process.

- Provide, 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

- Independently take responsibility for and run advertising campaigns locally and nationally on behalf of hiring managers liaising with Communications and Websites teams to complete work of a high standard in line with corporate guidelines.

  - Work with Communications team to ensure content is appropriate and scheduled correctly across a variety of platforms including LinkedIn, Facebook, Instagram, YouTube and TikTok. Understanding the different audiences and focus for each platform to maximise efficiency.

  - Support and co-ordinate activity with the Communications team with 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.

  - Utilise available tools such as social media, video and digital design platforms such as Canva to ensure recruitment marketing is accurately and effectively produced and correctly communicated.

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- Significant focus on 'written word' content creation and creative writing, across a variety of mediums including social media, creating cohesive, professional adverts and supporting with the delivery of promotional careers webpages. With support and approval from line manager develop easy-to-follow, accessible written guidelines and training documents for IWC staff around all elements of the recruitment process including the DBS service.

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

    - physical set up and hosting 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.

- 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.

- Provide timely and effective guidance, training, and support, within the recruitment team including the administration of key tasks, escalation of queries and issues and, when / if required, allocation of work to less experienced / Grade 5 colleagues

- Undertake quality control reviews, from internal systems and processes to external representation of adverts and marketing. Identify data quality issues on SAP, notify relevant colleagues of issues and provide support for resolution. Conduct regular and accurate data analysis to understand the effectiveness of recruitment campaigns using website analytics and tools such as Silktide to understand the candidate experience.

- Support and contribute to continuous improvement of HR recruitment marketing, processes and systems. Be proactive in engaging 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.

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

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 of working in a recruitment team undertaking a range of duties such as talent attraction, employer branding, candidate liaison, marketing of roles and event planning and coordination.*	**E**	
	Experience of working with schools and meeting the expectations outlined within the SLAs		**D**
	Experience working within a customer service and / or sales and marketing capacity, dealing with the public, in person, on the phone and via written correspondence, influencing behaviours and engaging with people on a daily basis	**E**	
	Possesses specialist level knowledge of recruitment systems and processes in the	**E**	

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Working knowledge of relevant processes and systems.	*council and able to advise managers on their application / use*		
	Able to advise and support junior colleagues on recruitment processes	**E**	
	Good understanding of IWC Terms and Conditions and Pay Policy		**D**
	Able to evidence your ability to confidently manage conflicting priorities within your own workload	**E**	
Knowledge of the service provided in own area.	*Good understanding of the role and structure of HR and Recruitment in an organisation and the range of services provided.*	**E**	
	Specific understanding of Recruitment as it relates to the internal HR function	**E**	
	Understand the application of employment law to recruitment processes and systems, including advertising of vacancies	**E**	
	Understanding of Recruitment in a local authority context	**E**	
	Understanding of how to apply external / statutory rules and guidance such as KCSiE, OFSTED and CQC	**E**	
ICT skills including use of Microsoft applications.	*Skilled in the use of word and excel*	**E**	
	Proficient with Outlook and Teams and OneDrive, and able to use SharePoint	**E**	
	Able to demonstrate the ability to use the council's HR SAP system and undertake all relevant transactions.	**E**	
	Experienced in the creation of professional digital artwork in line with corporate objectives (using apps such as Canva and Hemingway)		**D**
	Able to professionally utilise social media platforms such as LinkedIn, Facebook, Tik Tok and Instagram	**E**	
	Able to demonstrate the ability to administrate external platforms designed to 'outsource' elements of the recruitment service (Verifile / Matrix etc)	**E**	
Good verbal and written communication skills.	*Able to communicate clearly and effectively with all stakeholders ensuring complex matters are explained in a simple and appropriate manner to our customers*	**E**	
	Able to present recruitment information and employer brand in person to all levels and to publicly represent IWC at careers events	**E**	
	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 write effective, engaging and well-articulated, grammatically correct content suited to a varied audience.	**E**	
	Able to demonstrate a high level of accuracy in the production of contractual	**E**	

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Numerate and accurate with attention to detail.	*correspondence that meets all policy and legal standards.*		
	Able to demonstrate a high level of accuracy when entering data into HR Systems	**E**	
Understanding of how to deal with customers appropriately.	*Experience of supporting managers at all levels in an organisation with recruitment HR processes, with an understanding of their priorities / demands*	**E**	
Qualifications			
Role Profile requirements.	**Job specific examples.** (if left blank refer to left hand column)	**Essential**	**Desirable**
Educated to level 3/4 qualification standard or able to demonstrate equivalent experience.	*Level 3 qualification in recruitment or HR support or able to evidence equivalent experience as outlined above*	**E**	
Educated to GCSE	*GCSE grades 4-9 (C to A*) in English Language and English Literature at grade 4 or above or equivalent qualification or experience*	**E**	
Willingness to commit to further academic learning for succession planning and personal development	*Able and willing to undertake further learning in a relevant subject such as:* • *CIPD level 5* • *Diploma in Recruitment Practice*		D
Commitment to personal development	*Stay up to date with regular employment law updates, with particular focus on recruitment and onboarding processes*	**E**	
	Stay up to date with latest developments in practices and processes	**E**	
	Undertake appropriate CPD by shadowing / supporting relevant colleagues in HR		**D**
May require relevant certifications including evidence of fluency in English language.		**E**	
Driving license and access to own vehicle	*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 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 a clear awareness of the impact of other parts of the transactional HR process and with understanding of SLA agreements and recruitment timelines in consideration with wider council objectives such as appointment and employment committee involvement and full council approvals etc.			
Identify further opportunities to increase income to the service through the delivery of commercially competitive recruitment activity			
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.			

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To attend service meetings across directorates with senior council staff both in person and virtually, to represent recruitment, present information and to advise and 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.

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