Job Description

Job Title: Recruitment Advisor	**Service Area: Schools HR & Payroll**
Pay Grade: Scale 6	**Job Number:**
Date last updated: February 2019	**Date of last evaluation:** February 2019

Our purpose is to advance children and young people's education and improve the lives of all members of the community. We provide solutions that free up leadership time allowing schools to concentrate on teaching and learning through a one-stop shop for school services. Providing flexible and bespoke support for schools' Education ICT, HR, Governor Services and School Management.

All NPW employees are expected to deliver high performance, be focussed on continuous improvement and development, work flexibly, and be customer focussed.

Job Context

To provide excellent customer service in handling and resolving first line Recruitment queries from managers, employees, candidates and external parties; across the full employee lifecycle, ensuring a first class recruitment service is provided.

To provide the full range of recruitment services to key customers, working in partnership with third party providers to ensure the accuracy and quality of HRSS outcomes.

1. The post holder reports to the Business Partner (Recruitment)
2. The post holder has no line management responsibility;

Key Measures

- Meeting KPIs,
- Accuracy Level,
- Customer Feedback

Key Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1) **Advisory & Administration**

- Provide timely and accurate information and guidance to managers and staff, over the phone or in writing, on the application and interpretation of terms and conditions of employment, across a range of HR policies and processes which define the employee lifecycle, such as recruitment, attendance, absence, changes, pension and leavers.

- Escalate queries and requests as appropriate, providing an informed and timely handover to the subject matter expert or responsible person.

- Provide support, information and data to colleagues and customers on various recruitment matters making best use of system functionality, reporting capability and local intelligence

- Ensure the timely and professional production of recruitment administration in response to customer requirements, applying strict adherence to work plans and procedures in line with the agreed Service Level Agreement with schools in respect of the administration of all staff changes.

- Support/manage recruitment campaigns from beginning to end liaising with the designated Recruitment Lead in HRSS, candidates, external agencies and hiring managers to successfully recruit to the vacancy and provide a positive onboarding experience for the successful candidate(s)

- Evaluate posts in order to ensure consistency and fairness according to the appropriate pay policy

2) **Reporting**

- Assist in checking payroll related data referring problems, where necessary, to the relevant internal or external lead.

- Provide data in response to management queries on non-routine HR/People data or matters

3) **Data Storage**

- Ensuring effective storage and access to employee data in consistent form and in accordance with GDPR requirements, minimising hard copies and duplication of records.

4) **Enquiries**

- Responding to specific routine enquiries in a professional and confident way ensuring customers are informed of progress.

5) **Liaising with others**

- Liaising with schools, LBN departments and outside bodies as required, such as the DWP and Teachers Pensions regarding payroll queries and conditions of service.

6) **Project Management**

- Actively engage in the support and delivery of HRSS projects, bringing about change and service improvements in agreed timescales.

7) **General**

- To identify opportunities for continuous professional development in work area, based on recurring trends, continuous improvement, changes in Employment Legislation. To undertake such development and to assist with the training of others.

- Provide administrative support and cover of phone calls for HRSS and provide advice on first level enquiries.

Working Conditions/Circumstances

- All staff are expected to act as ambassadors for the HRSS. All staff are required to develop a good understanding of all services offered and proactively promote these to existing and potential customers as appropriate.

- Flexi time is available upon agreement with the postholder's line manager and conducive to the business operation.

- All staff are expected to demonstrate a flexible approach in the delivery of work within HRSS. They are required to be proactive members of the team and work closely with all other members to ensure both timely and best outcomes are achieved for all customers. To support this approach, all staff may be required to work with external and internal partners, work across formal lines of accountability and perform duties not specifically identified in the job description but which are in line with the general level of responsibility of the post.

Services for schools, owned by schools

Person Specification

SAFEGUARDING
We are committed to safeguarding and promoting the welfare of children and young people. All employees are expected to share this commitment by ensuring that safeguarding procedures are followed in the course of their work.
EQUALITY AND DIVERSITY
We are committed to and champion equality and diversity in all aspects of employment with NPW. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Key criteria

	Criteria *E = Essential, D = Desirable*
Skills and Abilities	
• Excellent customer service skills and experience	E
• Excellent organisation and time management skills	E
• Ability to work to multiple deadlines	E
• Proficient IT skills	E
• Good numeracy and literacy skills	E
• Excellent communication skills with the ability to build effective relationships	E
• Ability to draft routine correspondence	D
• Ability to use judgement to determine when to deal with a query to conclusion or when to escalate	E E
• Ability and willingness to work as part of a team	E
• Ability to accurately process HR/Employee data	E
• Ability to understand how conditions of service apply to a group of workers, and to use the various appropriate schemes	E
• Ability to provide clear advice on sickness management issues	E
• Detailed understanding of HR policies and procedures	D
Experience	
• Experience of computerised HR/Payroll systems	E
• Experience of working in a team environment	E
• Demonstrable experience of providing HR services across the employee lifecycle	D
Qualifications	
• CIPD qualified or (or equivalent) or commitment to work towards	D
• Minimum of C Grade in English & Maths at GCSE (or equivalent) or relevant experience	E

Knowledge	
● Knowledge of teachers and school support terms and conditions, pay and pre-employment processes	E
● Knowledge of Teachers, APT&C, JNC and Soulbury pay and conditions	D
● Knowledge of sickness absence management procedures	E
Personal Attributes and Other Requirement	
● Able to deal with sensitive HR matters with tact and discretion	E
● Be relied upon as subject matter expert in own field	E
● Will be required to work during school holidays	E
● Be an ambassador for NPW both internally and externally	E
● Be an engaged and positive team member	E
● Strive for excellence in own work and that of HRSS	E
● Creative thinking and open to new ways of working	D

Core Competencies

The framework has various levels within each competency to make it relevant for all grade of employee. The table below details the competencies and levels that are required for this post. Please refer to the NPW Competency Framework, for the full criteria for each competency and level.

Competency	Level	Description
Customer Care and Service Delivery Understanding the needs of the customer and prioritising to ensure customer satisfaction.	1	• Understands what good customer service is and provides an excellent service to all customers • Meets immediate needs of customers and colleagues promptly • Recognises customer dissatisfaction and responds positively to address and prevent it • Takes personal responsibility for own work and considers the customer when
Collaborative Working Working with and understanding the roles of internal staff / service and external agencies.	1	• Offers to help when resources or deadlines are tight • Shares information with colleagues to achieve consistency • Works collaboratively with people from other teams / services to provide the best service for the customer • Works sensitively with others, taking their needs into consideration • Responds positively to requests for help
Seeking Excellence Identifying potential for improvement in our own service area and NPW as an organisation.	1	• Recognises the need to develop and asks for feedback to improve • Tries out or suggests improvement to own work processes • Works to new timetables or priorities without complaint • Willingly adjusts to new tasks and methods • Has an awareness of the financial implications of own role and team
Communication and Relationships Ability to work effectively with other people via difference methods, both inside and outside of NPW, building and promoting effective working relationships.	1	• Is clear and concise, using language relevant to the customer / colleague • Presents information and ideas in an easy to understand format • Actively listens and asks questions when unsure • Raises difficult issues with colleagues to improve relationships or sort out misunderstandings • Checks to make sure that there is a shared understanding
Achieving Results How well we reach our individual objectives and deadlines, dealing with obstacles to ensure completion.	1	• Keeps relevant people informed of progress and issues on key tasks • Follows procedures which are designed to meet agreed standards • Works effectively and makes decisions appropriate to their role • Regularly reviews progress and standards against objectives • Doesn't get distracted by people and activities around them

Specific Competencies

Competency	Level	Description
Forward Planning Having a clear plan for achieving objectives and monitoring progress	1	• Plans own workloads to meet agreed deadlines, objectives and priorities • Keeps track of tasks without being reminded • Checks own work for quality and accuracy against agreed standards • Alerts others if potential problems appear • Plans and prioritises workload appropriately • Makes effective use of time
Business Awareness Understanding the direction and strategic plan for our service area and NPW as an organisation.	1	• Shows understanding of the purpose of own job within the organisation • Is aware of the services provided throughout all departments within the organisation • Understanding the strategic themes and their importance to the business • Shows understanding of the knock-on effects of mistakes and poor communication