

## Role Profile

<b>Job Title:</b>	Recruitment Coordinator	<b>Grade:</b>	
<b>Department:</b>	Resource	<b>Post No.:</b>	
<b>Business Unit:</b>	People Team	<b>Location:</b>	Harborne
<b>Post Status:</b>	Permanent	<b>Hours Per Week:</b>	35

<b>Role reports to:</b>	Head of People & Culture
<b>Direct Reports:</b>	
<b>Indirect Reports:</b>	

**This role profile is non-contractual and does not form part of your contract of employment. It is provided for guidance only and will be updated and amended from time to time in accordance with the changing needs of the organisation and the requirements of the job.**

### Purpose of Role

The Recruitment Coordinator will be responsible for coordinating the Focus' end-to-end recruitment processes by supporting the management and overall delivery of effective recruitment and selection services, including writing and advertising jobs; developing, utilising past applications databases and social media channels to search, directly source potential candidates; coordinating and participating in selection procedures, and maintaining a highly quality administrative function that drives the candidate experience.

The Recruitment Coordinator will have the autonomy to work closely with hiring managers to deliver a seamless recruitment service and provide advice regarding best practice and employment law, presenting practical solutions and options about hiring needs.

These are the key responsibilities for this role.

- To oversee and manage the recruitment administration and screening processes, ensuring a seamless process from initial contact to offer of employment.
- Responsible for the coordinating of shortlisting and interview set-up, including finalising the schedule, calling candidates, sending invites, and liaising with managers to ensure that all paperwork is sent prior to interview.
- To ensure all job adverts and descriptions are advertised in a timely manner and are up to date.
- To promote best practice throughout the recruitment process and actively seek candidate feedback to improve the candidate experience.
- Working alongside other members of the People Team to ensure the onboarding process is completed in a timely manner.
- To manage the recruitment mailbox ensuring candidate queries are dealt with in a timely manner.
- To be responsible the entry, maintenance, and integrity of applicant information and being the first point of contact for all applicant enquiries.
- Record all recruitment paperwork, candidate information, interview and assessment questions, panel notes etc. and ensure copies are saved in Recruitment folders
- Provide constructive feedback to candidates at all stages of the recruitment process, and in particular to those who have attended interview and/or other selection activities in liaison with the selection panel and guided by the relevant hiring manager.
- Accurately recording relevant data for key metric reporting, including candidate source, conversion rates, interview outcome etc.
- To research new sources for attracting active and passive candidates using a variety of different platforms

- To consult and engage with hiring managers to fully understand their needs and to gain a deep understanding of the requirements of the role.
- To advise hiring managers on interviewing and selection techniques and provide support during interviewing and selection processes.
- To work with the Head of People and Culture in reviewing recruitment software/systems.
- To make recommendations for ways to improve Focus' branding, thus promoting it as an exemplar employer.
- To develop strong working relationships with key departments across Focus to ensure a strong customer service provision.
- Maintain up-to-date knowledge on relevant employment legislation and inform recruiters and managers about changes that may potentially impact recruitment and resourcing.
- Update existing and where appropriate, recruitment procedures to ensure Focus can attract the very best talent available.
- With the Head of People & Culture develop and implement innovations to enhance Focus' reputation as an employer of choice and a great place to work.
- To promote the Focus employer brand and engagement process from initial contact.
- To use a variety of recruitment methods to meet attract high quality candidates.
- Participate in recruitment fairs and career events and other recruitment events as required / necessary.
- Use social media to its full potential as a resourcing medium and to target specific, specialist skills.
- Contribute to the development and successful delivery of ad-hoc recruitment and People projects and initiatives

- To ensure consistent and effective implementation of the Focus' Equality, Inclusion & Diversity policy and procedures.
- With the People Team positively promote an environment within Focus which respects and values the diversity of both staff and service users.
- To ensure compliance with Focus' values and its mission.
- To be a visible and approachable support service to both managers and employees.
- To take responsibility for personal growth and development and to ensure that professional knowledge is up to date and accurate.
- Process and manage the monthly payroll, ensuring accuracy and compliance with relevant pension and HMRC regulations etc.
- Collaborate with Finance to reconcile payroll-related accounts and resolve discrepancies.
- Stay updated with changes in payroll, pension and HMRC regulations to ensure compliance.
- Provide cross cover for the Workforce Experience Coordinator.

## Person Specification

### Qualifications & Experience

- Appropriate professional qualification: CIPD Level 3 qualified or working towards this / or professional equivalent.
- Experience in a similar role within an in-house recruitment function.
- Experience in managing recruitment campaigns from planning to onboarding.
- Strong recruitment/HR administration experience with sound knowledge of end-to-end recruitment processes.
- Ability to utilise databases, job boards, social media channels including LinkedIn to search and directly source potential candidates.
- Experience of delivering recruitment support to appointing managers.
- Experience of payroll systems.

### Knowledge

- Working knowledge of databases and applicant tracking system.
- Strong understanding of the recruitment cycle and best practice recruitment methodologies.

### Skills & Abilities

- Excellent communication skills, both written and verbal, and the ability to work comfortably with colleagues, volunteers and external agencies.
- Attention to detail with a problem-solving mindset.
- Has sound planning and organisational skills - demonstrating flexibility, with ability to juggle multiple tasks within a fast-paced environment.
- Sound IT skills, including Microsoft Office applications eg Word, Outlook, Excel etc.

- Experience of manipulating databases.
- Ability to work independently and as part of a team.
- Able to participate in reflective learning, personal and professional development.

### **Personal Qualities**

- Person-centred in your approach to supporting people and your team members:
  - You listen to the people we support and put their needs and wants first.
  - You focus on what's important to and for people.
  - You are kind and caring.
  - You see things from the individual's perspective.
  - You respect differences.
  - You ask yourselves 'how would I feel in this situation.'
- You are passionate and proud.
  - You celebrate success.
  - You go the extra mile and don't give up.
  - You love what you do.
  - You would represent Focus with pride.
  - You believe in being the best for the people we support.
- You work together.
  - You support your team members to succeed.
  - You be the change we want to see.
  - You recognise other's values and strengths and weaknesses.
  - You take ownership.
  - You learn from your successes and challenges.

### **Key relationships (internal and external):**

Head of People and Culture  
 Director of Resources  
 Director of Services and Development  
 The CEO  
 Managers and Staff in the Charity  
 Volunteers  
 ICT and Payroll Providers

