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| **Role Description and Employee Specification**  We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything. |
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| **Job title:** | Recruiter | **Location:** | Cirencester based |
| **Job group:** | L1S | **Peer group no:** | PG-C40 |
| **Reports to:** | Recruitment Manager | **Working hours:** | 37 per week |
| **Business World Post number:** |  | **Line management responsibility:**  **Direct Reports:** | No  Not applicable |
| **FTE Salary pro rata:** | £32,521- £32,526 | **Contract type:**  Further detail | Permanent |

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| **Main purpose of this specific role:** | To manage talent attraction activity, with a focus on hiring quality people, reducing costs, improving our time to hire through talent pooling and getting the right talent at the right time to ensure business continuity and success. Managing the full recruiting lifecycle across a variety of open job vacancies supporting hiring managers find and hire quality talent across the client base.   * **Key areas of this role include:** * Source candidates through advertising and online channels * Screen CVs and applications * Interview candidates during various hiring stages * Keep good records of interview notes and feedback. * Build your network with a rich talent pool of quality candidates * Work with hiring managers to ensure the most effective recruitment process is in place * Guiding and advising Hiring Manager, HR Business Partners and other stakeholders, providing market insights and supporting managers through the entire recruitment process. * Organise, deliver and attend events that focus on attracting talent to our organisation * Optimise the ATS and create a candidate experience that surpasses our competition * Focus on direct sourcing through various channels and manage each role as a separate campaign with a bespoke interview process. * Manage candidate testing and feedback. * Manage the recruitment process for your vacancies in its entirety, including offer letters, pre employment checks, onboarding and induction. * Build relationships with hiring managers, and ensure they are performing within the process to get the best people at the right time, challenge appropriately and effectively to ensure success. * There will also be other ad hoc administrative tasks with the role such as keeping good records and other office administration activity. |
| **Essential qualifications/skills/experience specific to this role:** | * At least 2 years’ experience within an internal recruitment team or agency. * CIPD level 3 and/or equivalent experience * Direct sourcing experience and great networking/head-hunting skills * Experience of managing a recruitment process from start to finish, including brief taking, advertising, sifting and interviewing * Experience of working with multiple stakeholders in a busy environment * A solid understanding of how a good recruitment process looks and the desire to constantly make improvements * Experience of managing multiple roles and delivering on time * Experience of optimising an ATS to create an excellent candidate experience * The ability to build and maintain great working relationships with both internal and external contacts * A willingness to roll up your sleeves and support the team * An organised and results focused approach |

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|  | **Generic Job Profile:** |
| **Main Purpose:** | The purpose of this role is to:   * Take ownership of customer cases, including consultation with relevant subject matter experts * Dealing with complex and / or specific service requests which may require co-ordinating / combining responses and expertise from a number of subject matter experts * Undertake site visits if/when required * Take ownership of complex or protracted cases and progress to resolution |
| **Key Responsibilities:** | 1. Deal with complex service requests, which may require detailed knowledge of a specific functional area across the organisation and/or externally 2. Manage and resolve a range of case work or investigations to conclusion using detailed knowledge of the subject area and work within relevant legislation, prescribed policy, procedures and guidelines 3. Consult with technical colleagues as required 4. Maintain an understanding of appropriate legislation, policy, procedure, business requirements and guidelines 5. Ensure all relevant customer and company information is captured and recorded accurately 6. Planning and prioritising workloads in order to meet agreed short term objectives 7. Carry out duties with discretion, integrity and maintain confidentiality 8. Understand and demonstrate commitment in delivering the key performance indicators within the function 9. Undertake any other duties as reasonably required to do so |
| **General Accountabilities:** | * The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment * Work in compliance with the Codes of Conduct, Regulations and policies of Publica  * To support the response to a major incident, including taking up a designated role within the emergency management framework |
| **Essential Requirements, Qualifications, Skills and Abilities:** | * A minimum qualification equivalent to NVQ level 3 or A level, and/or three years relevant experience * GCSE Maths and English or equivalent to grade C/4 or higher * Ability to build customer relationships * Knowledge and experience in assessing complex situations and carrying out inspections if and when required * Ability to remain calm and confident when dealing with challenging customers and environments * Ability to resolve complex issues by negotiation * Mentor and train colleagues * Maintain accurate and up to date records * Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes * Demonstrate commitment and resilience to succeed * Excellent written and verbal communication skills * Ability to manage time effectively * Competent in using a range of technology and software packages, including Microsoft and Google |
| **Desirable Requirements Qualifications, Skills and Abilities:** | * Relevant recognised qualification * Experience working with internal/external customers, partners/clients and elected members * Knowledge, understanding or experience of project management |
| **Special Conditions:** | * There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business * You will be expected to work reasonable additional hours in line with the needs of the service * Ability to travel |

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| **Date reviewed:** | 14/11/2024 |
| **Reviewed by:** | Sarah Isley |
| **Manager job title:** | Recruitment Team Leader |
| **Date of issue:** | 04/10/2022 |