

Job Title:	Admin and Recruitment Officer
Post No:	TBC
Service:	Business Development
Grade:	Scale 4 SCP 18-21
Hours of Work:	37 hours per week, flexible according to the demands of the service, including the need for occasional evening and weekend work.
Base:	Robin Park HQ
Responsible To:	Organisational and People Development Manager
Reports To:	Organisational and People Development Manager
Responsible For:	To coordinate and lead the recruitment and onboarding of inspiring people to Inspiring healthy lifestyles and provide a range of administrative duties to a range of Organisational Development functions

Key Accountabilities

1. To take ownership for the recruiting of inspiring people from advertisement of posts through to the appointment of a new starter
2. To manage the tracking of recruitment progress
3. To process new recruitment requests
4. To be the lead contact for Inspiring healthy lifestyles recruitment
5. To coordinate onboarding logistics and all new employee queries including all relevant background checks including the requesting of DBS checks
6. To advise on the most suitable mechanism for the advertisement of vacancies
7. To support the administration of the Trust's training and development activities
8. To provide support to the administration of volunteering throughout the organisation
9. To identify opportunities and improvements that provide a more efficient and effective service that complies with relevant legislation and procedure
10. To respond to all recruitment enquiries from applicants, managers and staff

11. To post job opportunities online including to the Trust's website, intranet and other relevant platforms
12. To take ownership for specific organisational development processes such as the employee eyecare scheme.
13. To liaise with and respond to enquiries from partners in HR and Payroll services.
14. To research, develop and support the implementation of new processes and procedures
15. General administration duties. Standard duties to include but not limited to, preparation of letter and emails, fielding telephone enquiries, raising purchase orders and assisting with projects relevant to organisational development function.
16. To assist with the safe keeping, maintenance, upkeep and disposal of all data to meet the requirements of the data protection legislation.
17. To actively contribute to Inspiring healthy lifestyles Equal Opportunities Policy in service delivery.
18. To undertake any other duties and responsibilities of an equivalent nature, as requested by Management, that are commensurate with the job title and grade of the post.

Performance Measures

Working with others	<ul style="list-style-type: none"> - Working to develop an atmosphere of professionalism and mutual respect.
Communication	<ul style="list-style-type: none"> - Communicating effectively with a range of people including colleagues and customers and the Board of Trustees.
Quality Improvement	<ul style="list-style-type: none"> - Showing sensitivity to stakeholders needs and interests and managing these effectively. - Taking and implementing difficult and/or unpopular decisions if necessary and setting demanding but achievable objectives for self and others.
Improving Performance	<ul style="list-style-type: none"> - Prioritising objectives and planning work to make best use of time and resources. - Recognising own strengths and limitations, playing on strengths and using alternative strategies to minimise impact of limitations

	<ul style="list-style-type: none"> - Reflecting regularly on own experiences and using them to inform future action.
Organisational Development	<ul style="list-style-type: none"> - Suggests new ways of working - Challenges processes to ensure the efficient and effective operation of the service
Equality and diversity	<ul style="list-style-type: none"> - Treating everyone with dignity and respect, encouraging access to services for all - Demonstrates commitment to diversity and inclusion. - Applies principles to both staff and customers - Self-awareness of impact on others
Health and Safety	Working safely and efficiently within the organisation's policies and procedures
Customer Service	Putting the customer at the heart of the job and striving to deliver excellent service to every customer during each encounter

Person Specification: Admin and Recruitment Officer

	Essential/ Desirable	Appn form/ interview/ test
Education and Qualifications		
Minimum of 3 GCSE's (Grade C and over) or equivalent including English Language and Mathematics or demonstrated level of ability	E	A/I
NVQ Level 3 in Customer Services/Business Administration or other relevant qualification	D	A/I
Experience Relevant to The Job		
Experience of providing high quality administrative support	E	A/I
Substantial experience of providing a customer focused service	E	A/I
Experience of using IT systems	E	A/I
Experience of developing process and procedure and implementing change	D	A/I
Abilities and Skills		
Highly organised and incredibly efficient at coordinating activities	E	A/I
Ability to keep track of actions required and be proactive in ensuring timely completion of these	E	I
Effective communications skills and the ability to build relationships with and liaise with a wide variety of people	E	A/I
Excellent administrative skills and ability to follow process	E	A/I
Excellent interpersonal skills	E	I
Ability to prioritise, plan and organise workload	E	A/I
A flexible attitude	E	I
A high level of concentration and ability to work under pressure	E	A/I
Proactive self-starter, with the ability to use your own initiative	E	A/I
Ability to provide high attention to detail	E	A/I
Speed and accuracy	E	A/I
Ability to identify, research and implement improvements to process and procedure	D	A/I

Knowledge and Awareness

Understand the importance of confidentiality and diplomacy at all times

E

A/I

Awareness of the Trust's commitment to Equal Opportunities both in terms of employment and service delivery

E

A/I

Knowledge of customer care standards both for internal and external customers

E

I

Awareness of employment legislation

D

A/I

Knowledge and awareness of health and safety issues, codes of practice, policies and procedures

D

A/I

Knowledge of office/filing/information systems

D

A/I