



Job Description and Person Specification

RECRUITMENT OFFICER

Location:	Head Office, with regular travel to other Group locations
Hours of Work:	Monday to Friday, 08:30 to 16:00
Salary:	£28,000 to £31,000
Line Manager:	Recruitment and Compliance Lead

First Steps Together Group provides specialist education and care services for children, young people and adults with additional needs. We believe exceptional services begin with exceptional people, and our recruitment approach is built around attracting talented colleagues while ensuring every appointment is safe, fair, efficient and compliant.

The Recruitment Officer will join the Recruitment and Compliance Team and play a central role in coordinating recruitment activity across the Group. Working closely with hiring managers and People Services colleagues, the postholder will help ensure vacancies are progressed effectively, candidates receive a professional experience and all safer recruitment requirements are completed to a consistently high standard.

This is an opportunity for an organised, proactive and candidate-focused recruitment professional to contribute to a growing organisation where strong recruitment practice directly supports the quality and safety of our services.

Role Overview

The Recruitment Officer is responsible for coordinating end-to-end recruitment across First Steps Together Group, from vacancy approval, advertising and talent sourcing through to pre-employment checks and onboarding.

The postholder will work closely with the Recruitment and Compliance Lead, hiring managers and People Services colleagues to maintain an effective recruitment pipeline, provide timely communication to candidates and ensure recruitment records are complete, accurate and audit ready.

A key focus of the role is safer recruitment. The Recruitment Officer will coordinate the required checks for each appointment, identify gaps or concerns promptly and escalate matters in line with safer recruitment procedures before a new starter commences employment.

Core Purpose of the Role

To deliver an efficient, professional and compliant recruitment service that enables the Group to attract and appoint high-quality colleagues while maintaining robust safer recruitment standards.

The role will support hiring managers throughout the recruitment cycle, maintain a positive candidate experience, coordinate pre-employment checks and onboarding, and use recruitment systems and data to support effective workforce planning and continuous improvement

Key Responsibilities

Recruitment Coordination

- Coordinate recruitment activity from approved vacancy through to appointment and onboarding.
- Prepare and publish accurate, engaging vacancy adverts across appropriate recruitment channels.
- Manage applications and undertake initial screening against agreed essential criteria.
- Arrange interviews and assessments, coordinate interview panels and prepare recruitment documentation.
- Maintain clear and timely communication with candidates and hiring managers throughout each recruitment campaign.
- Manage recruitment inboxes and online recruitment platforms, ensuring enquiries and actions are progressed promptly.
- Support assessment centres, recruitment events and high-volume recruitment activity where required.

Candidate Experience

- Provide a professional, responsive and inclusive candidate experience at every stage of the recruitment process.
- Issue clear interview information and keep candidates appropriately informed of progress and outcomes.
- Identify and coordinate reasonable adjustments for candidates where required.
- Gather recruitment feedback and use themes to support improvements to candidate experience.
- Represent First Steps Together positively and consistently as an employer.

Safer Recruitment & Pre-Employment Checks

- Coordinate all required pre-employment checks in accordance with the requirements applicable to the role and service.
- Process Enhanced DBS applications and Children's Barred List checks where applicable.
- Complete and record identity and Right to Work verification.
- Request, monitor and verify employment references, following up gaps or concerns as required.
- Coordinate qualification, professional registration, overseas criminal record and driving licence checks where applicable.
- Coordinate medical or health declaration processes in line with Group procedure.
- Complete online searches where required by safer recruitment guidance and Group procedure.
- Ensure recruitment documentation is complete and escalate any discrepancy, safeguarding concern or incomplete check promptly to the Recruitment and Compliance Lead.
- Ensure no appointment progresses to an authorised start until the required checks have been satisfactorily completed or an expressly approved process is in place.

Onboarding

- Prepare and coordinate, offer documentation, contracts of employment and new starter information.
- Ensure new starter documentation is complete, accurate and provided to the relevant teams within required timescales.
- Coordinate induction bookings, IT requests, ID badges, uniform requests and other onboarding requirements where applicable.
- Work closely with Learning and Development colleagues to ensure new starters are enrolled onto required induction and training programmes.
- Provide candidates and hiring managers with clear information regarding outstanding actions and planned start arrangements.

Recruitment Systems, Records & Reporting

- Maintain accurate and up-to-date recruitment and candidate records within the Applicant Tracking System and other approved systems.
- Ensure recruitment files are complete, appropriately retained, confidential and audit ready.
- Monitor vacancy progress, recruitment pipelines, interview activity, time to hire, candidate volumes, offer acceptance and recruitment sources.
- Support the production of recruitment KPIs, dashboards and monthly management information.
- Use recruitment data to identify delays, recurring issues and opportunities to improve recruitment processes.
- Maintain appropriate standards of confidentiality, data protection and records management throughout recruitment activity.

Recruitment Marketing & Resourcing

- Support the creation of engaging recruitment campaigns that reflect the Group's employer brand and values.
- Promote vacancies through job boards, social media, careers events and other appropriate channels.
- Build and maintain relationships with colleges, universities, recruitment partners and other talent sources where appropriate.
- Support employee referral and direct sourcing initiatives.
- Promote effective direct recruitment and contribute to activity aimed at reducing unnecessary agency reliance and recruitment expenditure.

Working Relationships

- Build effective working relationships with hiring managers across Education, Care Services and central functions.
- Work collaboratively with the Recruitment and Compliance Lead, People Services, Learning and Development, Finance, IT and safeguarding colleagues.
- Maintain professional relationships with candidates, recruitment agencies, DBS providers, job boards, education providers and other external partners.
- Provide clear guidance to managers on recruitment processes and escalate matters outside the postholder's authority appropriately.

Safeguarding

- Actively promote and uphold First Steps Together's safeguarding responsibilities through robust safer recruitment practice.
- Ensure recruitment checks and records are completed accurately and in accordance with statutory guidance, regulatory requirements and Group procedures.
- Recognise and promptly escalate information arising during recruitment that may present a safeguarding or suitability concern.
- Maintain appropriate professional curiosity, confidentiality and attention to detail when reviewing recruitment information.

Other Responsibilities

- Support with administrative processes and other tasks commensurate the role, as directed by the Head of People Services or other Senior Managers.

Success Criteria

- Vacancies are progressed efficiently, with recruitment activity and candidate communication completed within agreed timescales.
- Candidates receive professional, inclusive and well-organised recruitment experience.
- Required safer recruitment and pre-employment checks are completed accurately, evidenced appropriately and escalated promptly where concerns arise.
- Recruitment records and systems are consistently accurate, complete, confidential and audit ready.
- Hiring managers receive clear, responsive and practical recruitment support throughout each campaign.
- Recruitment data is maintained accurately and used to monitor pipeline activity, time to hire, recruitment sources and other agreed KPIs.
- Direct recruitment channels are used effectively, supporting value for money and reduced reliance on agency recruitment where appropriate.
- Onboarding activity is coordinated effectively so new starters, and internal teams have the information and arrangements required for a successful start.
- Strong working relationships are maintained across People Services, hiring managers and external recruitment partners.
- The postholder contributes ideas and improvements that strengthen recruitment efficiency, compliance and candidate experience.

Person Specification

Criteria	Essential	Desirable
CIPD Level 3 qualification or recruitment qualification (or willingness to undertake)	✓	
Experience working in recruitment, resourcing or HR administration	✓	
Experience coordinating recruitment processes and managing multiple vacancies or priorities	✓	
Experience delivering a high standard of candidate or customer service	✓	
Experience using recruitment, applicant tracking or HR information systems	✓	
Experience maintaining accurate and confidential records	✓	
Strong organisational skills with the ability to prioritise and work to deadlines	✓	
Excellent written and verbal communication skills	✓	
High level of accuracy and attention to detail	✓	
Ability to build effective working relationships with candidates, managers and colleagues	✓	
Good IT skills, including confident use of Microsoft Office or equivalent applications	✓	
Understanding of confidentiality, data protection and equality within recruitment	✓	
Experience recruiting within education, children's social care, adult social care or a regulated environment		✓
Knowledge of safer recruitment principles and Keeping Children Safe in Education		✓

Criteria	Essential	Desirable
Experience processing DBS checks, Right to Work checks, references or other pre-employment screening		✓
Experience supporting recruitment reporting, recruitment marketing or careers events		✓
Full UK driving licence and ability to travel between Group locations		✓

Personal Attributes

The successful candidate will demonstrate:

- Strong integrity, professionalism and discretion
- A proactive, organised and solution-focused approach
- A welcoming and candidate-focused manner
- High levels of accountability and attention to detail
- The confidence to follow up actions and appropriately challenge incomplete information
- The ability to remain calm and effective when managing competing priorities
- A collaborative approach and willingness to support colleagues across the Group
- Commitment to safeguarding, equality, inclusion and continuous improvement

What We Offer

- A key recruitment role within a growing specialist education and care organisation
- The opportunity to shape candidate experience and safer recruitment practice across the Group
- A supportive and collaborative People Services environment
- Ongoing professional development and opportunities to broaden recruitment and HR experience
- Opportunities for progression as First Steps Together continues to grow
- A competitive salary and benefits package
- The opportunity to make a meaningful contribution to services supporting children, young people and adults

Safeguarding Commitment

First Steps Together Group is committed to safeguarding and promoting the welfare of children and young people. All appointments are subject to pre-employment checks including an Enhanced DBS, satisfactory references, online checks and overseas police checks (where required).

The successful candidate will be expected to demonstrate a strong commitment to safeguarding, inclusion and the wellbeing of children and young people at all times.