

Talent & Resourcing Co-ordinator

Greater Manchester Combined Authority

Role Profile

Job Title:	Talent & Resourcing Co-ordinator	Date:	March 2019
Reporting Line:	Talent & Resourcing Lead	Job Level:	Grade 5
Service:	HR & OD Service	Business Area:	HROD

JOB PURPOSE

Core supporting role providing front facing and administration support to the Talent and Resourcing team. First point of contact for candidates and hiring managers for general queries and process requests.

Provide advice and support to hiring managers in their recruitment processes, including support with navigating and using the recruitment system.

Undertake direct sourcing, attraction and resourcing activities for recruitment campaigns as required, inclusive of utilising jobs boards, CV databases, social media, jobs fairs and other platforms to attract the best talent for the organisation.

KEY WORKING RELATIONSHIPS

- HROD Directorate members.
- Recruiting managers
- External client contacts
- External and internal candidates

KEY DELIVERABLES

- Day to day delivery of successful recruitment, selection and talent campaigns
- Support the delivery of the Talent and Resourcing Strategy
- To support the delivery of a comprehensive well-rounded organisation induction
- Continue to build a diverse and engaged workforce through effective recruitment practices, identifying culture fit and developing skills and knowledge, to ensure a high performing, engaged workforce.

KEY RESPONSIBILITIES

Role Specific responsibilities

1. Coordinating and supporting hiring managers in the delivery of an end to end recruitment cycle, delivering a high quality internal and external recruitment service across the organisation.
2. First point of contact and support to hiring managers through their selecting and screening processes.
3. Responsible for maintaining positive stakeholder, candidate, and external supplier relationships.
4. Coordinating the advertising process for live vacancies via both our internal ATS system, external job boards and social media platforms where appropriate.
5. Undertake resourcing and attraction activities for campaigns, including direct sourcing via social media, jobs boards, CV databases and jobs fairs.
6. Providing a great candidate experience; answering questions, arranging interviews, managing communication and providing clear status updates for all candidates, from application throughout onboarding.
7. Tracking and monitoring internal and external interview outcomes, ensuring candidates are provided with feedback as appropriate to their stage in the process.
8. Working to internal KPI's, SLA's, and internal compliance steps.
9. With the Talent and Resourcing Lead, support the delivery of training across the organisation to promote, self-service, recruitment best practice, and great candidate experience.
10. Work with the People Operations teams to ensure that all new starters are on-boarded in a timely and efficient manner.
11. Where required, support the facilitation of assessment centres for specialist and volume campaigns.
12. Provide support to the Talent and Resourcing Lead delivering specific projects.
13. Responsible for ensuring accurate and up to date information is entered into the relevant people systems ensuring all data is inputted in a timely manner.
14. Accurately prepare and issue documentation, communications and information including letters, emails, contracts and records.
15. Maintain and store data, records and documentation appropriately and in line with the Data Protection Act.
16. Raise purchase orders and requisitions and process payment of invoices in a timely manner.
17. To provide excellent customer service as the front face of the Talent & Resourcing Team, creating a positive, dynamic, open and supportive environment to customers and staff as well as partner organisations and external suppliers.

General

1. Contribute to the design and delivery of key HROD projects and interventions aligned to performance improvement.
2. To develop trusted professional relationships within the organisation, practicing internal client management.
3. Actively engage with the wider workforce to seek and listen to the views of staff, and managers to influence and improve workforce practices.
4. To be committed to maintain your own skills and expertise.
5. To ensure that the HROD service delivers and exceptional level of customer care, looking for solutions wherever possible
6. To provide support and guidance with strict adherence to confidentiality of personal information and Data Protection legislation.
7. To hold yourself and others to a high standard of professionalism at all times, demonstrating your commitment to our values and behaviours as well as ensuring service confidentiality is maintained throughout all we do
8. Working with other teams across the directorate to ensure integration and alignment is maximised and supporting on activity where appropriate.
9. To be accountable for ensuring the organisation is compliant with its statutory duties under legislation in the relevant field e.g., Employment Act, Equality Act, General Data Protection Regulations etc
10. Ensure that your approach to your work and your colleagues is inclusive and supportive of a diverse workplace

NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.

KNOWLEDGE AND EXPERIENCE

Qualifications

- Good standard of education including numeracy and literacy, GCSE or equivalent (essential)
- Working towards CIPD Membership or relevant equivalent professional qualification/Membership (desirable)

Experience

- Demonstrable experience of delivering excellent customer service
- Demonstrable knowledge and experience of providing administrative support
- Experience with digital platforms including; Microsoft packages, HR / CRM systems and social media
- Experience of delivering to set deadlines and changing priorities
- Experience of working with confidential information
- Experience of participating in projects
- Experience in co-ordination and facilitation activities

Knowledge and Skills

- Excellent customer service, communication and interpersonal skills, both written and verbally
- Basic Employment Law knowledge and an understanding of good practice in this field
- Effective relationship building skills and the ability to build credibility and positive relationships at all levels
- Flexible and adaptable approach
- Strong digital skills and proficiency in Microsoft packages i.e. Word, Excel and Powerpoint
- Excellent organisational and planning skills
- Clear focus on delivering positive outcomes through working in partnership with all of HROD's areas
- Resilience with the ability to navigate through difficult situations
- Self-motivated and able to identify opportunities
- Attention to detail and accuracy
- Demonstrable questioning and listening skills

Behaviours

- A desire to network internally across the group and to build visibility externally
- Excellent relationship management skills including the ability to develop effective relationships with key stakeholders and colleagues including the ability to influence, negotiate and coach at all levels
- Demonstrates a high standard of integrity and ethics in all workplace interactions, has the ability to maintain professional standards and honours personal commitments
- Understanding of and commitment to promotion of equality and diversity.
- A desire to constantly learn and research the latest techniques or changes
- Flexible and adaptable approach
- Ability to maintain confidentiality of the service at all times
- The capacity to cope with challenges, pressures and setbacks, and the ability to navigate through difficult situations
- Deep belief in the value of the HR & OD function, and their own ability to make a valuable difference to the organisation

Corporate Duties - Avoid any behaviour which discriminates against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.

- Safeguard at all times confidentiality of information relating to staff and pensioners.
- Refrain from smoking in any areas of Service premises.
- Behave in a manner that ensures the security of property and resources.
- Abide by all relevant organisational Policies and Procedures.

Records Management/ Data Protection - As an employee of the GMCA, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security - As a GMCA employee you are required to uphold the confidentiality of all records held by the GMCA, whether employee records or GMCA information. This duty lasts indefinitely and will continue after you leave the GMCA employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality - All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on GMCAs computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner, to ensure high standards of data quality in accordance with Departmental protocols.

To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act.

Health and Safety - All employees of GMCA have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable GMCA to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service's undertakings.

Service Policies - All GMCA employees must observe and adhere to the provisions outlined in these policies.

Equal Opportunities - GMCA provides a range of services and employment opportunities for a diverse population. As a GMCA employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.