

Resourcing Support Officer

Role Profile

Service: Strategy and Resources - Human Resources
Band: Career graded Band 3 – Band 4
Reporting to: Recruitment Advisor
Responsible for: No direct reports



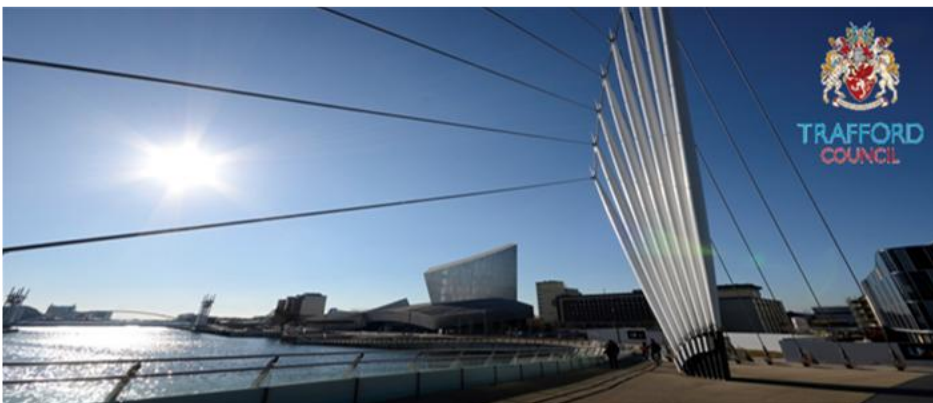
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Council's Resourcing Function sits within the Human Resources Service, which is part of the Strategy and Resourcing Directorate. The Resourcing Function is a responsive, high performing, solution-focused and people-centred service, supporting Council wide recruitment activities in order to attract, recruit and retain high quality individuals.

Your Main Priorities

- Supporting the delivery and continuous improvement of the Council's Resourcing Function to ensure that it is responsive, legally compliant, high performing and customer focused.
- Accurately processing requests relating to recruitment in line with agreed processes, standards and timescales.
- Developing and maintaining productive working relationships with customer groups, colleagues and business areas whilst providing an engaging customer experience to prospective candidates, new hires and managers and ensure service expectations are met.
- Supporting the delivery of the Council's People Strategy and corporate priorities.

Key duties

- Acting as the first point of contact for day-to-day recruitment enquiries within the resourcing team, providing accurate and timely advice on all aspects of recruitment to hiring managers and candidates including policy and legal position.
- Carrying out all pre-employment checks, ensuring they are completed with accuracy and recorded in-line with our internal policies and procedures.

- Processing adverts into designated electronic portals using the Applicant Tracking System, and where required facilitate distribution to social media channels / external professional websites.
- Producing offer letters and employment contracts to successful candidates.
- Proactively communicating with candidates and hiring managers throughout the recruitment process keeping them up-to-date and informed at all times.
- Participating in job and career events to help promote the Council as an employer of choice.
- Maintaining an accurate working knowledge of the terms and conditions of service applicable to employees and with all relevant legislation, statutory obligations and policy requirements relating to employment and recruitment across multiple services.
- Being responsible for the maintenance of highly accurate records, documentation and databases, ensuring information management and GDPR requirements are followed.
- Providing accurate advice relating to recruitment and selection, including the development and use of effective advertisements and assessment tools.
- Having responsibility for the planning and delivery of day-to-day service activities to ensure deadlines and performance targets are on course to be met; ensuring all recruitment processes are completed to agreed timescales.
- Collating data, research and statistical information as required for reports and presentations to help identify trends and service improvements.
- Developing effective communication and working relationships with our shared services and HR Business partners and colleagues, to deliver a seamless service to customers.
- Maintaining a high level of confidentiality and ensuring excellent customer service in all areas of work.
- Undertaking available development opportunities, showing a commitment to continuous development and performance improvement to add value to the team.
- Leading, through personal example, open commitment and clear action, ensuring a positive approach to valuing diversity, resulting in equality of opportunity, access and treatment in service delivery, employment and external communications.
- Working flexibly, where required, across the Strategy and Resources Directorate to ensure effective service delivery.
- Carrying out any such duties as reasonably correspond to the post and are commensurate with the level of responsibility.

About You

Qualifications and Professional Development

- **Band 3** - GCSE A to C English and Maths, NVQ or relevant qualification equivalent to Level 3
- Commitment to one's own professional development

Experience and Knowledge

Band 3:

- At least 1 year experience in a similar environment
- Proficient in the use of relevant ICT systems and processes (including Microsoft Word, Excel and Powerpoint)
- Experience of administering high volumes of transactional activity
- Experience of regularly dealing with customers face to face and/or over the telephone
- Experience of preparing and writing well written documents
- Experience of working in a team, sharing information and achieving collective goals
- Experience of demonstrating, guiding or advising on procedures and processes
- Understanding of good customer service

Band 4 (in addition to meeting all band 3 requirements):

- 2 years' successful experience working in recruitment/candidate resourcing
- Experience of analysing information independently and presenting outputs in various formats
- Experience of communicating with a wide range of audiences using appropriate communication channels to provide information which is clear, concise and effective
- Strong working knowledge of recruitment policies and procedures
- Experience of using a range of IT software packages
- Experience of providing advice and guidance to a range of audiences

- Knowledge and understanding of promoting diversity and assisting to create equality in service delivery and employment. Experience of working in a customer-focussed role, closely monitoring effectiveness, user satisfaction and is able to identify service improvements
- Experience of sharing own knowledge and skills to support the continuous development of colleagues

Skills and Abilities

Band 3:

- Good written and oral communication skills
- Planning and organisational skills, with the ability to prioritise work to meet deadlines and changing priorities
- Ability to maintain accuracy and attention to detail whilst handling large volumes of work
- Customer service-focussed and able to answer customer queries over the phone and via email/written format
- Able to deal with sensitive and confidential information
- Ability to focus clearly to achieve defined results and outcomes
- Able to manage own workload and ask for help and support when required from their manager and/or colleagues
- Establishing good relationships with both customers and colleagues
- Evidence of consistently achieving good outcomes for customers

Band 4 (in addition to meeting all band 3 requirements):

- Highly developed communication, oral, written skills with the ability to present information to a range of audiences
- Demonstratable persuasion and negation skills
- Demonstrate the ability to analyse complex problems or risks and take intelligent decisions with minimal supervision or make recommendations to service managers
- Ability to maintain excellent working relationships with colleagues, members of our communities, clients and stakeholders with the ability to communicate at all levels
- Ability to use initiative and proactively problem solve with minimum supervision and independently make clear and cohesive decisions
- Excellent organisation skills with the ability to work flexibly and prioritise effectively to meet deadlines and changes in work priorities
- Able to research and identify emerging recruitment trends and markets

Special Conditions

- Flexibility and willingness and able to travel to sites within the Trafford Borough

Date prepared/revised	Updated role profile 28/07/2022
Prepared/revised by	KR / T Sefton / S Eckersley / R Pollard
Job Evaluation	28/07/2022

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.