



# Recruitment Co-ordinator My Role Pack

Reports to: Ask HR & Onboarding Manager

# Welcome to your My Role Pack, your pack will:



Give you a clear description of your role including your accountabilities and responsibilities.



Highlight all the training you need to complete and timescales.



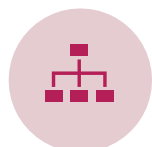
Help you to spend time reflecting on what you have learnt and to share with your manager.

# Job Purpose



Use your knowledge of the onboarding process to get colleagues into the business in a timely manner through effective communication.

And supporting our colleagues with HR queries until the first payday.



Work alongside our recruitment and HR team to identify critical hires, spot risks, and support the wider goals of the organisation.



Understand recruitment practices and be able to advise managers on Onboarding and compliance effectively



Develop a strong rapport with both candidates and managers through a strong level of customer service and a positive can-do approach



Understand the importance of compliance and the accuracy involved within adverts, terms and conditions and contracts



Be able to describe HCRG Care Group benefits to a prospective candidate going through Onboarding



Understand the impact of onboarding timeframes and effective communication in reducing the onboarding timeframe



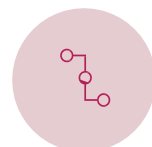
Contribute to team meetings and spot room for innovation within existing ways of working



Understand how your role fits as part of the wider people team in supporting the services



Champion positive colleague relations with stakeholders across the business.



Be able to work effectively with multiple teams where required to provide seamless support to a candidate/manager throughout a new hire process



Have a full understanding of what the requirement is of each pre employment check and be able to communicate this knowledge effectively.

# Within your role you will

## Performance / Management Information

- Effectively work with your manager and wider teams to ensure we engage those critical roles to the business in a timely manner to reduce the chance of a candidate withdrawing
- Issuing contracts – contracts should be issued within 2 days of receipt of the Candidate Offer Form to ensure the candidate hears from us shortly after the interview keeping engagement high
- Minimum of 1 contact (telephone) of all candidates in onboarding per week to ensure high candidate engagement and providing a friendly recruitment approach.
- Supporting your candidate with first line HR and employee life cycle questions until first pay day

## Data Analysis / SLAs

- DBS Applications – submitted to DBS within 24 hours of receipt. If ID is not available, to ensure ID is obtained within 72 hours – by calling and email the candidate and manager.
- Professional Registration – checked and logged within one day of receiving the PIN
- Fitness to Work – reviewed and logged within one day of receiving the documentation.
- References – requested within one day of receipt of referee details, logged within one day of receipt.
- Candidate queries – responded to the same day
- Service Now tickets (emails) closed within 3 working days
- Candidate onboarded within 20 working days

# Within your role you will

## Process, Toolkits and Projects

- Support on improvement to Recruitment onboarding processes where required
- Support on projects and development to ways of working, such as automated emails and chasing where required
- Work towards the recruitment and onboarding process to ensure effective compliance and time of onboarding throughout the process

## Operational Execution / People KPIs

- Work towards a 20-day Onboarding process through effective communication, being able to risk assess colleagues where safe and suitable to do so, and withdrawing colleagues who are non responsive – all in accordance with the onboarding work instructions document
- Send out an offer within 1 working day of receiving the candidate offer form
- Communicate any required update to candidate and any details that are outstanding with candidates onboarding at least once per week via telephone to all candidates in onboarding.

# Skills

## How (Behavioural)

- Pro-active - who can work effectively as part of a team
- Work in collaboration with wider teams. “Working better together”
- Effectively communicate with different stakeholders and explain a process in a precise manner.
- Customer service approach – you will support managers with the compliance/onboarding process and candidates through the journey taking a friendly supportive approach

## What (Technical)

- Accuracy - within your work you will be able to spot check work effectively to ensure accurate compliance, contract accuracy and adverts are posted effectively
- Candidate experience – ensuring a strong candidate experience throughout the recruitment journey
- Escalating issues where relevant – if there is something what you notice that does not look right throughout the process the best course of action is to escalate this and find out the answer for going forward.