

ROLE DESCRIPTION

Role description:	Traded Service Assistant	
Role profile family:	Business Support	
Role profile number and grade:	BS06-2782	Grade F
Number of posts:	2 FTE	
Service/Team:	Strategic Recruitment	
Reports to:	Talent and Resourcing Manager	

Job Family overview

Business Support job family overview:

Delivery of administration, information processing and business services to support the Council

- Processes regular transactions via established procedures
- Undertakes regularly occurring event-based tasks and duties
- Delivery of ongoing processes and procedures including specialist areas
- Understands and responds to real time queries
- Provide routine and standard advice and guidance on the Councils processes and procedures

Service / Function Context

The overall responsibilities of the service/function are:

Strategic recruitment leads the council's efforts to attract, recruit, develop, and retain top talent, ensuring a flexible, highly skilled, and capable workforce equipped to deliver on the council's Business Plan, People Strategy, and Strategic Recruitment Plan. The purpose of the Strategic Recruitment Team is ensuring the right people are in the right roles, at the right time, with the right skills and attitudes to achieve organisational excellence.

Through a proactive, forward-thinking approach to strategic recruitment, the council is better positioned to tackle workforce challenges head-on, building a sustainable, resilient organisation that delivers exceptional public services and achieves long-term success.

Job Purpose

The Traded Service Assistants support the delivery of Wiltshire Council's recruitment and DBS services for external customers, including schools, charities, and local businesses. These roles focus on providing high-quality customer service by promoting job advertising, creating targeted social media campaigns, recruitment services and the timely and accurate processing of DBS checks.

The roles have a specialism in either recruitment services or DBS but work together with the Traded Service Coordinator to help ensure our external traded customers receive a highly professional, competitively priced and reliable service tailored to their needs.

Specific duties and responsibilities include:

- Ensure the accurate and timely processing of all advertising requests for schools and third parties. Including the placement of adverts on the career's website, relevant job boards and scheduling of social media posts (*Facebook, Instagram, and X*) across all our Wilts Promoting Partners in accordance with the package selected.
- Design and create engaging social media posts to promote our traded customers job roles effectively ensuring posts are both informative and appealing. Track and measure the success of social media creative and online applications received against specific campaigns.
- Design and execute email marketing campaigns, including segmentation and personalisation strategies. Monitor open rates, click-through rates, and conversions to continuously improve email performance.
- Source related costs from external suppliers for promotional events and ensure any branded materials adhere to organisational guidelines.
- Actively participate in third-party career events and conduct visits to both current and prospective customers to effectively promote our HR&OD traded services. This includes engaging with attendees to showcase our offerings, building relationships with key stakeholders, and gathering insights to tailor our services to meet the specific needs of our customers.
- Ensure the processing and validation of monthly customer invoicing for all Wilts promoting Partners transactions are completed in a timely manner with accuracy ensuring any issues are raised with accounts, raise ad-hoc purchase order requests, and create invoices for suppliers.
- Manage the end-to-end recruitment process for Head Teacher roles and third-party customers purchasing the recruitment administrative service, including advertising, application management, candidate communication, and completion of pre-employment checks in line with safeguarding and statutory requirements.
- According to legislation, accurately verify and countersign DBS checks in a timely manner for internal and external customers, while tracking and monitoring their progress, escalating as and when required, and maintaining comprehensive and accurate records in compliance with GDPR and safeguarding protocols.

- Accurately calculate and maintain sufficient and regular traded income data for DBS and all recruitment services ensuring budgets are on target. Share the data with the Talent and Resourcing Manager, escalate issues and challenges where appropriate.
- Serve as the point of contact for DBS-related inquiries from internal and external stakeholders, providing expert advice and support.
- Maintain up-to-date knowledge of DBS guidelines and safeguarding practices to ensure all processes are current.
- Maintain an excellent working knowledge of HR systems including Oracle, Atlantic Data and SharePoint and stay up to date with the latest social media best practices and technologies/trends.
- Proactively seek out new external customers for Wiltshire Council’s DBS services, identifying potential customers such as schools, charities, and private sector organisations.
- Generate ad-hoc and regular reports on DBS activity, including the number of checks processed, turnaround times, and income generated from external customers.
- Collaborate with the wider team to promote and signpost the recruitment offer to schools and third parties, generate new customers for DBS and recruitment services, and attend Right Choice and business networking events to showcase Wilts Promoting Partners and recruitment services to local businesses and the public.
- Take ad-hoc payments over the phone using the Civica system for DBS checks and, where applicable, advertising costs.

Specific requirements for this post:

- Postholders will need to have a DBS check completed to allow them to act as countersignatories for the DBS.
- There may be the occasional out of hours working e.g. to support job fairs, open days, school visits and attend relevant professional networking meetings.

Person Specification
Specific qualifications, knowledge, and skills required for this role:
Essential
<ul style="list-style-type: none"> • A good standard of education evidenced by A Levels / National Diploma or equivalent experience and skills. • Social media savvy with a strong evidenced consistent presence across all major platforms including Facebook, Twitter, LinkedIn and Instagram.

- A strong creative flair with a demonstrated ability to create original and engaging digital content, including social media posts, email campaigns, and online advertisements.
- Excellent understanding of digital marketing practices and willing to undertake necessary training.
- Ability to prioritise tasks and manage multiple projects simultaneously.
- Excellent communication skills with the ability to resolve issues and problems with both internal and external partners/suppliers.
- Knowledge of DBS checking processes, including eligibility, application, and compliance requirements.
- Strong attention to detail, organisational skills, and proficiency in using HR systems to manage DBS checks, with a solid understanding of relevant legislation and safeguarding policies.
- Strong numerical and analytical skills to accurately calculate and maintain traded income, DBS and advertising databases and spreadsheets.
- Problem solving skills.

Desirable

- Experience of working in local government or central government.
- Qualification in Digital Marketing and/or Business studies.
- Previous experience of a role relating to the processing of DBS checks.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input checked="" type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.</p>	<input type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p> <p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	<input type="checkbox"/>

Driving trigger points			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
<p>Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.</p> <p>If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.</p>			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input checked="" type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed ‘secret’).	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related	<input type="checkbox"/>

<p>systems and is subject to a NPPV check at level 3 (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to “secret” level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).</p>	<input checked="" type="checkbox"/>
<p>This role is not subject to a NPPV check</p>	

Safeguarding	
<p>For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>