**ROLE PROFILE**

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| **Job family** | **Business Support** | **Role profile number** | **BS05-2783** | **Grade E** |

**Job purpose:** Carry out a range of administrative dutieswhich will support the successful delivery of relevant services to internal and external customers.

Grade E posts are higher in ‘Contacts & Relationships’ with the requirement to provide advice and guidance on less well established situations but still within a general framework. Grade E posts also require a higher level of ‘Knowledge & Skills’ in the ability to undertake more involved tasks gained through practical knowledge and experience or through formal qualifications.

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| **Factor** | **Relevant Job Information** | |
| Supervision and/or Management of People | No management of staff.  No supervisory responsibility other than providing guidance and support to colleagues. | |
| Indicative Qualifications | A levels / National Diploma or equivalent experience/skills. ITQ 2 or equivalent ICT skills and abilities. | |
| Knowledge and Skills | Previous relevant and practical experience.  A thorough understanding of relevant procedures and working practices.  Good knowledge of specialist function relevant to service area.  Excellent ICT skills including use of Microsoft applications and specialist systems.  Attention to detail.  Good organisational skills and the ability to prioritise workloads. | |
| Creativity and Innovation | Work on own to manage own activities.  Creativity may be required when dealing with minor problem solving, working within specific guidelines and procedures.  Using existing templates create basic documents and correspondence to customers from information provided.  Schedule meeting, events and book rooms. Organise room layout and book catering. | |
| Contacts and Relationships | Provide advice and guidance where information is less well established and where situations may not be straightforward.  Deal with people at all levels confidently, sensitively and diplomatically.  Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required.  Contacts will include: Colleagues, customers, members of the public, and stakeholders. | |
| Decisions – Discretion & Consequences | Work is carried out following current procedures and clearly defined rules.  Decisions are made based on a range of established practices with agreement from senior colleagues.  Collate, verify and prepare data for analysis. Process data following standard procedures.  Take an active part in achieving team objectives to support the delivery of a specific activity. | |
| Resources | Little or no responsibility for physical or financial resources. | |
| Work Demands | Work subject to interruptions and at times may be competing demands of work priorities | |
| Work Environment | Office based, but may involve some travelling to other council buildings | |
| Our Identity | [Our Identity](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwiltshirecouncil.sharepoint.com%2Fsites%2FHRDirect%2FSitePages%2FOur-Identity.aspx&data=04%7C01%7Clinda.hayward%40wiltshire.gov.uk%7C1bb10b13705d44bab48b08d9372a2418%7C5546e75e3be14813b0ff26651ea2fe19%7C0%7C0%7C637601476392805695%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=pUaKK%2F4FGgUgMI0oRlkXBsL4eaJTGGVdl8W1trvZob4%3D&reserved=0) sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.  All of us are expected to demonstrate the seven elements of [Our Identity](https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwiltshirecouncil.sharepoint.com%2Fsites%2FHRDirect%2FSitePages%2FOur-Identity.aspx&data=04%7C01%7Clinda.hayward%40wiltshire.gov.uk%7C1bb10b13705d44bab48b08d9372a2418%7C5546e75e3be14813b0ff26651ea2fe19%7C0%7C0%7C637601476392815651%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=uqSyV4LH972Y7amB4AKw8fbgwcDzU9Ul4sLGDzVdfVk%3D&reserved=0) in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working | |
| Health & Safety | All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager. |
| Equalities | Wiltshire Council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others.  Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via [[the whistleblowing policy](http://www.wiltshire.gov.uk/council/howthecouncilworks/plansstrategiespolicies/whistleblowingpolicy.htm)](http://www.wiltshire.gov.uk/council/howthecouncilworks/plansstrategiespolicies/whistleblowingpolicy.htm). |
| Authority to Work in the UK | All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent. |

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The council reserves the right to amend this role profile as necessary.

**ROLE DESCRIPTION**

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| **Role description:** | Recruitment Assistant (Strategic) | |
| **Role profile family:** | Business Support | |
| **Role profile number and grade:** | BS05-2783 | Grade E |
| **Number of posts:** |  | |
| **Service/Team:** | Strategic Recruitment | |
| **Reports to:** | Talent and Resourcing Manager | |

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| **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 |

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| **Service / Function Context** |
| **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. |

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| **Job Purpose** |
| Specific duties and responsibilities include:   * Ensure the timely publication of job adverts, both internally on the council's careers website and through external channels, such as the careers website, and job boards while conducting quality assurance checks on the adverts and all related documents. * Conduct and monitor compliance checks, such as DBS checks, right-to-work verifications, and employment references, ensuring all necessary documentation is completed and saved appropriately before an offer is confirmed. * Collaborate with recruiters to ensure a cohesive approach to recruitment activities, ensuring that the information provided to hiring managers is consistent and aligned with the recruitment strategies and solutions recommended by the recruiter. * Act as the first point of contact for recruitment-related queries from candidates and internal staff, providing helpful information and escalating complex issues as needed. For more complex issues that may not align with existing procedures, present potential options and solutions to the Talent and Resourcing Manager for consideration. * Provide administrative support for executive recruitment processes, including scheduling interviews, preparing documentation, and coordinating communications with candidates and stakeholders. * Maintain a strong working knowledge of HR systems, including Oracle and SharePoint, to effectively manage the recruitment workflow. Serve as a point of contact for hiring managers, offering support and resolving system-related queries. * In collaboration with hiring managers ensure that proposed salaries align with Wiltshire Council's pay structures and employment policies. Gather and analyse supporting evidence, such as payslips, internal benchmarks, and role-specific responsibilities, to justify salary decisions and obtain approval from the Talent and Resourcing Manager. * Support hiring managers with candidate shortlisting, ensuring timely communication with candidates about their application status, interviews, and feedback. * Assist with the collection and reporting of recruitment data, such as vacancy fill times, diversity metrics, and other recruitment KPIs, using internal systems. * Attend recruitment and career events to promote opportunities within the council to members of the public. * Produce employment contracts for all new hires, drawing on an in-depth knowledge of the council's diverse employment terms and conditions. This includes ensuring the appropriate contract type is issued based on the specific role, grade, and employment status, while adhering to council policies and procedures. * Respond to escalated organisational queries raised by the Oracle helpdesk as needed, ensuring timely and accurate resolution of issues and escalate complex queries as appropriate to the Talent and Resourcing Manager based on own evaluation of risk. * Undertake general office duties. This includes the daily monitoring of the team’s generic inboxes (e.g. [recruitment@wiltshire.gov.uk](mailto:recruitment@wiltshire.gov.uk) and [strategticrecruitment@wiltshire.gov.uk](mailto:strategticrecruitment@wiltshire.gov.uk)) and distributing emails to the relevant team members , processing the team’s post and assigning to the relevant team members, photocopying, filing, scanning and dealing with enquiries over the phone, by email or face to face. |

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| **Person Specification** |
| Specific qualifications, knowledge, and skills required for this role: |
| **Essential**     * A good standard of education evidenced by A Levels / National Diploma or equivalent experience and skills. * 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 stakeholders. * Strong attention to detail, organisational skills, and proficiency in using HR systems, with a solid understanding of relevant employment legislation. * Strong numerical and analytical skills to accurately calculate and maintain recruitment databases and spreadsheets. * Problem solving skills. * Good IT skills and working knowledge of Microsoft Office programmes. * Some general office experience, within a large complex organisation. * Excellent command of written and spoken English. * Experience of operating in a pressurised environment and meeting tight deadlines. |
| **Desirable**   * Some general office experience, within a large complex organisation. * Experience of working within recruitment inhouse or agency. * Social Media savvy. |

Supporting information

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| **Driving classification** | |
| **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.  **Regular Driver**  Must hold a valid UK driving licence (with no more than 6 penalty points) 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.  **Required Driver**  Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.  Employees should refer to the Corporate Driving at Work policy for further information. | |  |

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| **Driving trigger points** |
| The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.   |  |  |  | | --- | --- | --- | | 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 |               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.  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. |

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| **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 an MEP, as a member of the Scottish or Welsh Parliaments, or be 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. |  |
| This role is not politically restricted. |  |

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| **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. |  |
| This role does not have any professional or occupational membership requirements. |  |

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| **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.**  This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.  This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role. |  |

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| **Clearances – Baseline Personnel Security Standard (BPSS)** | |
| **This role requires access to the GCSX network and is subject to a BPSS check.**  **This role is not subject to a BPSS check.** |  |

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| **Clearances – Non-Police Personnel Vetting (NPPV)** | |
| This role requires working in partnership with the police, and/or havingaccess to Police related systems and is subject to a NPPV check.  This role is not subject to a NPPV check. |  |

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| **Safeguarding** | |
| 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.  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.  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. |  |