



HILLINGDON

LONDON

Job Profile

October 2024

JOB TITLE	Recruitment Admin Team Leader
GRADE:	POA
POST NO:	30081
JOB TIER:	5 (non-management)
DBS CHECK:	Not required
GROUP:	Central Services
SERVICE:	HR

REPORTING STRUCTURE

Reports to:	HR Systems Implementation Consultant
Direct Reports:	3
Indirect Reports:	0

ROLE PURPOSE

Management of the Recruitment Admin team, overseeing the delivery of a high-quality transactional service, managing day-to-day core recruitment and onboarding activities.

Co-ordinate, monitor and manage workloads using the Recruitment system, ensuring targets and team objectives are met.

A. Job Description

1. People Management

- 1.1. Responsible for the selection, development and performance of the Recruitment Admin team in line with the Council's HR policies.
- 1.2. Ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.

2. Customer Management

- 2.1. Key role in ensuring the Recruitment Administration service delivers on its commitment to operational excellence, promoting a positive image and supporting the delivery of the Council's wider objectives.
- 2.2. Demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

3. Operational Service Delivery

- 3.1. Responsible for the delivery of an efficient and streamlined support service to both internal and external contacts, as agreed with the Recruitment Service Manager, ensuring service level agreement standards are met.
- 3.2. Ensure that the team is fully operational and adequately staffed at all times during agreed service hours.
- 3.3. Responsible for managing and prioritising tasks which require processing for authorisation, advert, recruitment, onboarding or pre-employment checks, bringing any issues to the Recruitment Service Manager.
- 3.4. Act as a lead user of the Recruitment system, identifying improvements and ensuring that it is used to its fullest level.
- 3.5. Responsible for allocating queries to the Recruitment Admin team, ensuring they are answered with the agreed SLA.
- 3.6. Responsible for ensuring all relevant outstanding work is allocated and completed by the agreed payroll deadlines and informing the HR & Payroll Admin Team of any delays and issues.
- 3.7. Monitor workloads of the team and quality assure the work undertaken to ensure it is consistent, accurate and timely, and in line with the Council's policies and procedures.

- 3.8. Responsible for ensuring any FOI requests are responded to within the legal timeframe.
- 3.9. Ensure all transactional activities are completed in line with the Recruitment and Selection Policy, with particular regard to safer recruitment practices as well as all Council policies, procedures and scheme of delegation.

4. Service Planning & Development

- 4.1. Ensure that an annual Team Plan, aligned to the Group / Service Plan(s) is developed, agreed and communicated to team members in a timely manner.
- 4.2. Ensure clear Service Level Agreements are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.

5. Financial & Resource Management

- 5.1. Demonstrate cost-consciousness and identify any cost effective changes to the current way of working.
- 5.2. Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of Council's financial systems.
- 5.3. Ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.

6. Service Improvement

- 6.1. Identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- 6.2. Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements are maximised.
- 6.3. Manage the implementation of improvement initiatives and change programmes.

7. Contacts

- 7.1. Internal contacts: Other officers within the Council including Service Managers, HR and staff, colleagues in all departments.

7.2. External contacts: Eploy (Recruitment System supplier) and other external suppliers, other local authorities staff, external auditors, government department representatives

7.3. Represent the Council at appropriate stakeholder events, developing effective working relationships to help contribute to the development and improvement of our service.

8. Additional Responsibilities

8.1. Complete other reasonable tasks in order to fulfil role purpose or as required by management.

8.2. Assist with cover for other roles during absences and busy periods.

9. Key Performance Indicators

9.1. Delivery of agreed PADA objectives.

9.2. Delivery against any agreed Service Levels.

9.3. Delivery of agreed Team Plans.

Person Specification

Recruitment and Onboarding Admin Team Leader

This person specification will be used for recruitment this post. It will form the basis of the application form, and candidates will be assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
CIPD qualification		✓
Evidence of CPD	✓	
Recognised Management qualification or willingness to work towards	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
CIPD Membership		✓
Ability to work flexibly to meet the needs of the service, in particular around the close of payroll and checking, this could include working outside of usual hours to meet payroll deadlines as required.	✓	
Ability to work as part of a rota to ensure cover during the agreed office working hours of 9am to 5.30pm	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Significant experience working within a transactional HR Admin service.	✓	
Experience of supervising and managing staff who are required to meet regular deadlines.		✓
Working as part of a team to complete accurate and timely new starters and internal changes/moves.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
A sound demonstrable understanding of statutory HR requirements and obligations.	✓	
Detailed knowledge of Local Government conditions of service.		✓
Ability to communicate effectively and explain complex processes to employees and managers	✓	
Ability to lead and develop a team to deliver an accurate and timely Recruitment & Onboarding service.	✓	
Ability to use a coaching style to resolve queries with managers and employees regarding recruitment and onboarding policies and procedures	✓	
Ability to learn and use a variety of ICT systems to deliver an efficient service and produce management information as required	✓	
Ability to analyse and investigate areas of concern and propose solutions	✓	
Able to demonstrate innovative and effective management of a recruitment system	✓	
Ability to influence, challenge and advise using a structured approach	✓	

5. COMPETENCES	ESSENTIAL	DESIRABLE
<p>“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.</p>	✓	
<p>Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.</p>	✓	
<p>Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.</p>	✓	
<p>Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.</p>	✓	
<p>Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p>	✓	
<p>Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	✓	