Updated October24

Job Summary

Post Title	Resourcing Coordinator	**Proposed Pay Grade**	Grade 4
Directorate **Service Area**	Resources HR & OD	**Line Manager**	Resourcing Lead
Post Number/s (Mandatory for existing posts, If multiple posts state all)	91148597 91142116 91159324 91124290 91103831	**If existing post is the post title changing? If yes state both**	Existing title
JE/GAR reference number (Mandatory for existing posts)		**Work Location (state Council office)**	Walton Street
Work style (Delete as applicable)	Any desk	**Job Family & Role Profile**	OSP04O
DBS Check Required? (Delete as applicable)	No		
Politically Restricted Post? (Delete as applicable)	No		

Job Purpose and Job Context

The purpose of the Resourcing Officer role is to support the attraction, recruitment and retention of candidates within the organisation. This position requires well-developed interpersonal and communication skills to build relationships and engage successfully with the stakeholder community. The role involves practical experience in HR, recruitment, and Service Now onboarding processes, as well as knowledge of employment legislation related to recruitment. The Resourcing Officer must possess excellent ICT skills, including proficiency in standard packages and specialist systems such as SAP and Service Now. Additionally, the role demands strong analytical, investigative, and research skills, along with the ability to manage timescales and deliver reports accurately. The successful candidate will have excellent customer service skills and the ability to explain technical information to non-specialists.

Main Responsibilities and Duties

- Support the Resourcing Lead and ensure the attraction and retention process runs smoothly and meets required standards and service levels for candidate and hiring manager. Providing advice, challenge and support for more complicated issues.
- Drive forward a collaborative working environment, creating a ‘one team’ approach across the HR & OD service, identifying where improvements can be made to deliver an efficient and effective service to our customers.

- Identify improvements and support developments that align to the AURA principles, enhancing customer experience, automation, and overall service delivery.
- Drive forward a customer centric ethos through day-to-day operations.
- Manage the team's Service Now cases and be the front-line response to customer queries.
- Lead on supporting new starters with the collation of all pre-employment documentation.
- Support the Resourcing Leads on the recruitment process.
- Check links with any external advertising on job boards, etc., to ensure they are working correctly. – remove
- Advisory support to services and candidates.
- Generate applications and packs for managers, liaison with manager and support them to set up interviews as requested.
- Maintain overview of Service Now to ensure queries are dealt with and closed down in accordance with agreed SLAs.
- Respond to questions and queries from managers and candidates on the process, recruitment and safeguarding standards, contractual requirements, and SLAs.
- Undertake regular analysis of Service Now call data to proactively uncover training needs and clarify ambiguous processes, ensuring that guidance and procedures are continuously refined for optimal effectiveness.
- Support the resourcing lead to monitor and measure metrics and report on KPIs.
- Preparing external employment contracts.
- Collation and production of regular and adhoc data reports, such as empty seats, time to hire etc.
- Take ownership of ongoing professional development, wellbeing and resilience to meet wider needs of service and organisation, recognising that individual roles and skill requirements may change over time.
- Other duties which may be required to be completed from time-to-time and which match the skills, experience and knowledge of the job holder.

Accountability

- If this role manages a budget please state the size of the budget: None
- If this role monitors a budget please state the size of the budget: None
- How many direct reports does this job have in its reporting line? None
- How many indirect reports does this job have in its reporting line? None

Scope for forward planning and deadlines

Planning & deadline requirements (tick all that apply):	✓	**Provide Job Specific Examples**
Up to 3 months	✓	Develop relationships and provide support to stakeholders and customers on onboarding processes, ensuring processes are followed consistently.
Up to 3 months	✓	In partnership with the Resourcing Lead, organise and conduct training sessions for hiring managers on best practices in recruitment and onboarding.
1 year	✓	Working in collaboration with the Resourcing Lead to analyse recruitment data to identify trends and areas for improvement. This involves generating reports on key recruitment metrics, such as time-to-hire, cost-per-hire, and candidate satisfaction. Use this data to provide insights and recommendations to improve the efficiency and effectiveness of recruitment processes.

Values and Behaviours

We expect your values and behaviours to reflect the values of HR & OD:

Adaptability

- Essential to thrive and deliver customer service in a volatile and changing environment and be the 'coaches in this world'

Data storytelling

- To be able to transform complex analytics into compelling and evidence-based narratives and recommendations for interventions

AI literacy

- Understanding and leveraging AI tools to innovate effectively to support customers

Cognitive flexibility

- The ability to think creatively, problem solve and pivot quickly to meet the customer need

Professional Curiosity

- Continuous learning to improve the quality and effectiveness of service delivery

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Knowledge, Skills and Experience *(taken from role profile to complete)*	**Job Specific Examples**	**Essential**	**Desirable**
Well-developed interpersonal and communication skills to build relationships and engage successful with the stakeholder community. Ability to challenge managers and chase issues with authority.		✓	
Practical experience within a related field i.e. HR, recruitment, business support.	Excellent knowledge and experience of Service Now onboarding processes	✓	
Knowledge of A&I/Right to work experience and knowledge of employment legislation as it relates to recruitment and work area.			✓
Good ICT skills - both standard packages and specialist systems such as SAP.		✓	
Proven initiative and judgement to identify and resolve problems, make risk assessments and recommend appropriate actions with a degree of autonomy based on subject matter expertise.		✓	

Excellent written and verbal communication skills and the ability to explain technical / specialist information in a way which a non-specialist can understand.		✓	
Good planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.		✓	
Numerate and accurate with attention to detail. Be confident with data and the ability to analyse data, record and interpret data accurately.		✓	
Ability to manage timescales and deliver reports/outputs to the required timescales.		✓	
Escalates issues which may present a risk to the organisation.		✓	
Identifies improvements to processes including communication of change/learning.		✓	
Excellent PC office skills. Word, Advanced Excel skills and the ability to do some interpretation and manipulation of data.		✓	
Analytical skills		✓	
Investigative and research skills		✓	
Excellent Customer Service skills		✓	
Qualifications ***(taken from role profile to complete)***		**Essential**	**Desirable**
Educated to NVQ Level 3 or equivalent standard or equivalent experience		✓	
Holds or working towards relevant professional qualification			✓
Other Requirements		**Essential**	**Desirable**
A full driving license required to be able to carry out the role *(tick as appropriate)*			✓
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.		Y	
This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare: • All unspent cautions and/or unspent convictions For further information on how long it takes for cautions and convictions cautions to become spent, please refer to our guide on the Rehabilitation of Offenders Act 1974 (updated 2023) | Nacro		Y	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.