

ROLE PROFILE

Job title:	Recruitment Coordinator
Department:	Professional Services, Human Resources, Recruitment
Grade:	4
Campus:	James Maxwell Building
Responsible to	Recruitment Manager
Responsible for	Recruitment Portfolio as assigned by Recruitment Manager
Contract type:	Indefinite

Main purpose of role

To work in partnership with faculty and department recruiting managers taking lead responsibility for the day-to-day recruitment and administration of both new and replacement roles, supporting recruiting managers to attract and select the right person for every role.

To deliver an outstanding candidate and hiring manager experience.

Key responsibilities

To take responsibility for the end-to-end recruitment process ensuring that candidates and recruiting managers always receive a standout service, and that all documentation and correspondence is accurate and presentable.

- Working closely with Business Managers and People Partners to anticipate upcoming recruitment.
- Building strong relationships with regular recruiting managers and other key stakeholders (across all sites at King's).
- End to end recruitment process management for your portfolio, continuously seeking to improve to meet the needs of stakeholders.
- Creating new roles in People XD and initiating recruitment through the approval system.
- Supporting recruiting managers that are new to the process with guidance and expertise around process, roles and responsibilities and candidate experience.
- Advising recruiting managers on sourcing options and ways to best attract the right candidates.
- Reviewing ads sent through from recruiting managers ensuring that they are fit to attract the best candidates in the market, inclusive and engaging.
- Ensuring Right to Work rules have been met and liaising with the Compliance team in recruitment of international candidates.
- Advertising of new roles, via online job boards and social media, utilising other sourcing methods where necessary.
- Liaising with external providers at times including advertising and recruitment agencies

- Closing jobs, collating candidate packs and sending to recruiting managers with relevant documentation and forms
- Advising recruiting managers on appropriate selection and assessment methods
- Inviting candidates to interview and liaising with recruiting managers over arrangements.
- Enable the On-boarding process in partnership with the operations and compliance teams in the collation of relevant documentation and updates to customers in relation to their start dates and sponsorship requirements.
- Throughout the recruitment process ensuring the candidate experience is the best it can be and supporting recruiting managers to do the same
- Responsible for meeting and exceeding SLA expectations set out by Recruitment Manager throughout the process.

This job description summarises the main duties and accountabilities of the post and is not comprehensive: the post-holder may be required to undertake other duties of similar level and responsibility as the needs arise.

Skills, knowledge and experience

Qualifications

- Educated to A level standard (or equivalent)
- A recognised HR qualification (desirable)

Skills and understanding

- Very strong customer service skills
- Strong attention to detail, low error rates and the ability to work to deadlines.
- Ability to juggle work priorities and demonstrate a sense of urgency
- Strong Microsoft Office skills, particularly Outlook, Word and Excel
- Process improvement focus
- High level of interpersonal and communication skills
- Ability to work effectively with a diverse range of people
- Ability to make a positive contribution to your team
- Ability to be flexible and deal with frequent interruptions

Essential prior experience

- Experience and ability to run high volume recruitment admin and coordination, with the candidate and hiring manager experience front of mind.
- Previous experience as a recruitment coordinator, advisor or consultant
- Experience of various methods of assessment and selection
- Experience advising and influencing Hiring Managers
- Experience managing compliance and risk within a recruitment capacity
- Customer service experience
- Experience working independently with limited supervision, including experience in prioritising and working under pressure to tight deadlines
- Experience working within a fast-paced team
- Experience with process improvement initiatives

Desirable experience

- Knowledge of HR best practice and higher education policies
- HR systems/data bases
- Experience using social media for advertising

Behavioural characteristics

- Strong customer focus and understanding that everything we do must lead to the customer getting a great service
- Desire to work in partnership with your customer
- Sense of pride in what you do
- Desire to work as a team to support one end goal
- Sense of urgency and understanding of the need to work at pace in certain situations
- Sensitivity and confidentiality
- Tenacity
- Desire for continuous improvement
- Interpersonal and communication skills enabling you to work with a diverse range of people
- Comfortable with change and moving goal posts in day-to-day management of your daily activities
- Resilience.