

ual:

JOB DESCRIPTION		
Job Title: Resourcing Assistant		Accountable to: Resourcing Manager
Contract Length: 6 months FTC	Hours per week/FTE: 35	Weeks per year: 52
Salary: £27,928 - £31,777 per annum		Grade: 2
College/Service: People/Human Resources		Location: High Holborn
Purpose of Role:		
<p>To provide a first class, customer focused, recruitment and administration support as part of the Resourcing Hub.</p> <p>To be the initial point of contact for candidates and to provide support to them through the entire process from initial enquiry/application right through to onboarding. Taking ownership and liaising with the candidate in an appropriate and timely manner. Working within agreed Service Level Agreements and targets.</p>		
Duties and Responsibilities:		
<ul style="list-style-type: none">• Ensure Right To Work (RTW) checks are conducted accurately and recorded on HR System (iTrent) following University procedures. Report any breaches and/or omissions immediately to line manager.• Provide a range of pre-arrival information for new staff, communicating as necessary to ensure that individuals are welcomed and have all the necessary documentation and information to support their joining the University.• Maintain a resource “library” of interview questions, job descriptions and person specification to support recruiting managers.• To respond orally, in writing and face to face on a wide range of enquires from internal and external sources.• Support colleagues within the Resourcing team as appropriate with ad hoc administrative requests e.g. prepare shortlisting and interview packs, arrange interview dates, booking rooms etc.• To sort and distribute incoming emails within the Resourcing team.• Support continuous improvement in the delivery of resourcing activity, working closely with colleagues in both the Resourcing team and the wider HR Services team to achieve this.• Provide cover and support for other members of the Resourcing team as required.• Contribute to and administer recruitment projects and services as required.• To be an active member of the Human Resources and Resourcing/Staffing community, participating in cross University discussions and meetings.• Maintaining a high level of confidentiality and ensuring excellent customer service in all areas of work.		
General		
<ul style="list-style-type: none">• To perform such duties consistent with your role as from time to time may be assigned to you anywhere within the University.• To undertake health and safety duties and responsibilities appropriate to the role.• To work in accordance with the University’s Staff Charter and Dignity at Work Policy, promoting equality, diversity and inclusion in your work.• To personally contribute towards reducing the University’s impact on the environment and support actions associated with the UAL Sustainability Manifesto.• To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University’s Planning, Review and Appraisal scheme and staff development opportunities.• To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.• To conduct all financial matters associated with the role accordance to the University’s policies and procedures, as laid down in the Financial Regulations.		

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required will include:

- Colleagues within the HR Team particularly ASKHR team, HR Consultants and other HR Services team members
- Resourcing Advisers
- Recruiting Managers
- New Starters
- Applicants

Specific Management Responsibilities

Budgets: N/A

Staff: N/A

Other (e.g. accommodation; equipment): N/A

Customer Service Inventory Assessment:

All shortlisted applicants will be required to undertake on-line Customer Service Inventory assessment. We are asking candidates to undertake this assessment because the ability to be effective in service intense environments is key to this role. The test results will be confidential and you will receive feedback on your assessment at the end of the process. The assessment will be used to inform selection interview questions and complement other selection methods. Staff selection decisions will never be made solely on the basis of a psychometric test.

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

Person Specification	
Specialist Knowledge Skills and Qualifications	<p>Educated to GCSE level or equivalent in Maths and English</p> <p>Excellent IT Skills with experience of using MS Office Packages including - Word, Excel, Outlook and PowerPoint and proven ability to learn new systems</p>
Relevant Experience	<p>Experience of working in a busy, customer focused, office environment</p> <p>Experience of office administration and accurate record keeping including data entry</p> <p>Experience of recruitment processes and administration</p>
Communication Skills	Communicates effectively orally, in writing and/or using visual media
Teaching, Learning and Training	Delivers effective basic training or briefings to support understanding or learning
Planning and managing resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student experience or customer service	Provides a positive and responsive student or customer service
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve a problem

