

Job Title: Resourcing Onboarding Assistant	Role Profile Number: P/A
Grade: L	Date Updated: Feb 2021
Directorate/Group: Resources	Reporting to: Resourcing Onboarding Supervisor
Structure Chart attached:	Yes

Job Purpose

- To act as first point of contact for managers and prospective employees relating to the contract of employment and pre-employment screening process
- To take responsibility for producing contracts of employment for new starters to the Council and to manage the referencing and medical/ Disclosure Barring Service process as necessary, keeping managers and candidates updated on the status of the checks
- Keeping all documents and associated records up to date, ensuring the accuracy and integrity of HR data
- Work closely with resourcing team and wider HR colleagues to ensure a seamless and smooth onboarding process for new starters.

Key Accountabilities

- To lead on producing contracts of employment and pre-employment checks as required for example DBS and right to work in the UK documents
- Ensuring the relevant documents and systems are kept up to date to accurately reflect the status of the new starter and the outstanding pre-employment checks and contractual information
- Chasing references and other third parties for completion of information as necessary
- Timely management of the recruitment inbox and recruitment telephone line, responding to queries from hiring managers and candidates
- Regular communication with hiring managers, keeping them engaged and informed of the progress of their new starters pre-employment checks
- Regular communication with candidates; keeping them engaged and informed of the progress of their pre-employment checks as they are waiting to join us
- Work closely with the HR Operational and Payroll teams to ensure a seamless candidate onboarding experience

- Continuous Improvement of the resourcing function- promoting SBC as an employer of choice and focus on delivering the best candidate experience
- Follows agreed methodology and process but is flexible to change when new ideas are agreed
- Manage, store, use & maintain 'personal data' ensuring compliance with the Council's privacy policies
- Support with any ad hoc projects within HR & Organisational Development as required
- Plans and implements personal and professional development, participating in training and other learning activities as required.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Strong administration experience
- Full working knowledge of Microsoft Office, Outlook , Excel and Word
- Good communicator with a good level of written and verbal skills, and is able to build and develop relationships with internal and external customers
- Knows how to deliver service excellence, handle and resolve complaints and deal with a variety of customers
- Work constructively as a team, understanding the roles and responsibilities and willingness to support others
- Experience of using a HR and Payroll system desirable
- Experience working in a Recruitment/HR environment desirable.

Decision Making

- Be confident in giving accurate and timely advice on a range of HR queries
- Manage a varied workload and demonstrate an ability to prioritise and meet regular deadlines
- Demonstrate initiative and willingness to learn new tasks
- To be able to identify, based on knowledge and experience, when to escalate information and queries to minimise the risk of breaching legislation or policy.

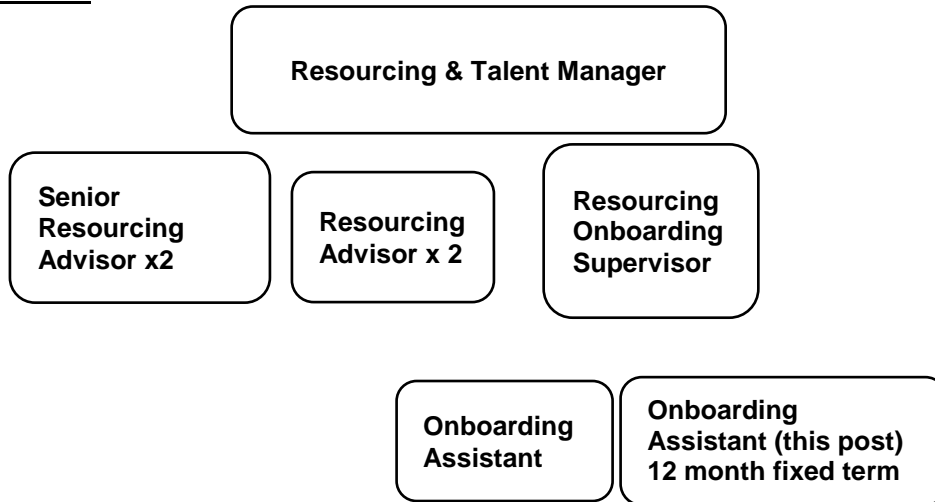
Creativity and Innovation

- Contribute to the development of continuous improvement of resourcing/HR processes
- Problem solving
- Solution focussed

Contacts and Relationships

- Frequent and direct contact with all levels of the organisation, including managers and employees of the Council
- Members of the public and potential employees
- HR & OD Team

Resourcing structure



Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes