



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Resourcing Onboarding Assistant	Role Profile Number: P/A
Grade: L	Date Updated: February 2021
Directorate/Group: Human Resources & Organisational Development	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

- 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 & Talent Manager

**Senior
Resourcing
Advisor x2**

**Resourcing
Advisor x 2**

**Resourcing
Onboarding
Supervisor**

**Onboarding
Assistant**

**Onboarding
Assistant (this post)
12 month fixed term**