

JOB DESCRIPTION

Job Title	Trust Recruitment Coordinator
Grade	L1
Location	Trust-based

Role Summary

This is a key recruitment role within the organisation with responsibility for delivering a high level of service to each client NHS Trust ('Trust').

Based at one of our client Trusts, the job holder will deliver and support all aspects of Bank Member (BM) registration and validation activity based on Trust demand, including applicant engagement, screening, interviewing and document scanning.

Responsibilities

- Determine that applicants meet requirements by studying job descriptions and applications against demand.
- Contribute to all aspects of delivering successful interview and assessment centres.
- Where required attend key recruitment events including university and career fairs promoting NHSP, particularly flexible employment options.
- Undertake and develop attraction, validation and registration activities in order to maintain and continually develop a pipeline of applicants.
- Organise and attend interview and assessment centres as required by pipeline and Trust demand.
- Be passionate about customer satisfaction and lead by example focusing on operational and commercial excellence whilst being able to recognise and drive forward a service development opportunity
- Ensure the management of maintaining detailed records and databases to continuously evaluate and improve the ongoing recruitment
- Ensure all policies and procedures are adhered to according to company guidelines
- Ensure a high level of service is delivered to BMs and partner Trusts – working at the frontline developing credibility in service provision through key working relationships.
- Perform the role of subject matter expert in all matters relating to BM registration and validation activities, including cross-functional linkages, processes and systems.
- Identify most efficient recruitment stream and ensure activities are focussed to maximise their potential.
- Deliver activities to attract, register and validate BMs to meet Trust demand and improve Trust relationships, including engaging with, screening and interviewing applicants and successfully processing their applications in a timely and fully compliant manner.
- Deliver regional recruitment activities including: ensuring that Trust BM registration requirements are met in line with Trust strategic needs; communicate these to all relevant stakeholders.
- Gather information at a local level regarding relevant workforce issues feeding back to Client Relations Manager and Regional Recruitment Manager to ensure effective workforce planning.
- Gain full knowledge of all services offered and identifies opportunities to introduce additional services to Trusts.
- Ensure all systems and processes are used in line with business objectives whilst maintaining accurate records in line with NHSP policies and processes

Accountabilities

- Work on face to face assessment and registration processes, ensuring service delivery to required timescales, KPIs and quality standards.
- Represent NHS Professionals ('NHSP') to Trusts and NHSP BMs across a range of operational, quality and complaints management processes.
- Identify and progress service development opportunities as they arise through BM and Trust contact and knowledge of their requirements, seeking opportunities to increase shift fill.
- Act in both BMs' and Trusts' interests when dealing with internal NHSP departments to ensure quality and value of service, maintaining professional relationships throughout.

Key Values:

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

- **Equality and Diversity**
To act in accordance with NHS Professionals' Equality and Diversity Policy - this is designed to prevent discrimination of any kind.
- **Health and Safety**
Ensure that all duties are carried out in line with NHS Professionals' Health and Safety Policy.
- **Corporate Image**
Adopt a professional image at all times.
- **Risk Management**
Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)
Responsibility for attending health and safety training as required.
Responsibility for assisting in risk assessments.
- **Scheme of Delegation**
To comply with the Scheme of Delegation - this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

Note:

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.

PERSON SPECIFICATION

Criteria:	ESSENTIAL <i>(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)</i>	DESIRABLE <i>(When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed)</i>	HOW IDENTIFIED A / C / I / P / R / T
Qualification & Knowledge	Educated to GCSE level or equivalent, including grades A to C in English and Maths.	NVQ in business or customer service	A
Experience	Minimum of 2 years' work experience in a service-driven, process-based business environment. Experience of training, coaching and motivating staff.	Experience of volume recruitment or HR in a healthcare environment.	A, I
Communication & People Skills	Excellent interpersonal communication skills including good written and oral English. Ability to build effective working relationships with internal and external stakeholders across a wide range of professional and managerial groups. Ability to negotiate with all stakeholders with tact and discretion. Strong influencing/assertiveness skills Proven ability to lead by example.		A, I, T A, I A, I A, I A, I

	Ability to appraise, motivate and develop team members to improve performance.		
Organisational Skills	Strong time management and resource planning skills and ability to work to priorities and deadlines.		A, I
Specialist Knowledge / skills	<p>Commitment to continuous improvement for people, processes, procedures and systems.</p> <p>Good typing and keyboard skills.</p> <p>Comprehensive working knowledge of Microsoft packages including Word, Excel and Outlook and of business databases.</p>	<p>Knowledge of Microsoft PowerPoint and SharePoint</p> <p>Knowledge of employment legislation and best practice.</p>	<p>A, I</p> <p>A, I, T</p> <p>A, I</p> <p>A, I</p>
General attributes:	<p>Able to pass pre-employment checks</p> <p>Ability to work flexibly with occasional travel</p> <p>Ability to undertake desk work</p> <p>Must have access to a vehicle and hold a full driving licence</p>		<p>P</p> <p>A, I, P</p> <p>A, I, P</p> <p>A, I</p>
Equality	Demonstrate an acceptance of and commitment to the principles underlying the Company's Equality & Diversity and Health & Safety Policies .		I

A = Application Form, C = Certificate, I = Interview, P = Pre-employment health screening, R = References, T = Tests/presentation