020532
Resourcing Coordinator

COLLEGE OF SOCIAL SCIENCES
COLLEGE OF SOCIAL SCIENCES ADMIN
Management Professional & Administrative
- GRADE 5

Job Purpose

Responsible for the provision of professional and proactive administration support for key elements of the staff recruitment process acting as the key point of contact between College/School/RI/Service and the central recruitment team to ensure the delivery of a first class recruitment service aligned with the University’s strategic objectives. You will have full responsibility for the progress of vacancies across a range of staff categories, working in close partnership with hiring managers at a local level in delivering a timely and effective recruitment process.

You will be expected to undertake assigned work activities in support of general HR service delivery.

Main Duties and Responsibilities

Provide effective administrative support for key elements of staff recruitment through process ownership in progressing vacancies to success conclusion, whilst promoting an excellent candidate and hiring manager experience.
Act as the first point of contact for the College/Service in relation to staffing requests, providing advice and guidance to local hiring managers on University resourcing policy and procedure in this connection.
Collate local staffing requests in support of the College/Service level approval process. Once approved in principle raise relevant staff requests in the HR System, ensuring requisite data is accurately recorded and fit for purpose in contractual terms. Subsequently track approvals to ensure positions move in a timely fashion to the central recruitment team.
Update/draft generic job adverts, job descriptions/job description template information as required as instructed by the hiring manager to ensure that key position information is accurately captured and input, fit for purpose and mapped as appropriate to the relevant Job Family Role Profile standards. Work with colleagues in College/School/RI/Service as appropriate to develop a bank of generic job descriptions and other resourcing information which can be readily shared with local areas.
Gather key information from the hiring manager to develop the recruitment plan, populating key data such as selection panel members, interview dates, interview content/format and relevant shortlisting information. Provide advice and guidance on timescales and process. Arrange and confirm interview dates with panel members. Submit draft plan to central recruitment for discussion and implementation.
Work in close partnership with relevant corporate HR Resourcing Assistants. Ensuring key handover points within the recruitment process are accurate and timely.
Ensure shortlisting paperwork is completed and returned to the central recruitment team with any updates required to the recruitment plan. Liaise with the hiring manager to ensure agreed timescales are adhered to.
Manage local interview arrangements. This will include: ensuring the location is prepared accordingly, appropriate IT equipment is place, catering arranged, act in a meeting in greeting capacity as applicable.
Ensure interview/hire requisition paperwork is completed and returned timeously to relevant Resourcing Assistant to action.
During the offer/negotiation process continue to act as the key point of contact for central recruitment to ensure relevant input is available from local HR teams and the hiring manager.
On acceptance and confirmation of start date, liaise with the appropriate administration team at School/RI/Service level to facilitate local onboarding and induction process.
Input, update and maintain accurate records aligned with policy and procedural requirements, data protection legislation and other relevant regulatory requirements, e.g. UKVI. Ensure common drives are maintained in an effective and efficient manner.
Be aware, maintain and apply a continuing knowledge of relevant policies, particularly UKVI and Disclosure Scotland recruitment compliance issues, providing guidance and advice as required to client groups.
Track recruitment activity based on reports produced by the central recruitment team, providing clear and structured regular updates to hiring managers and College/Service management to facilitate timely progress and continuous improvement.
Ensure standard processes are followed and track activities against service level agreements, prioritising accordingly as required.
Act as lead at a local level in ensuring that requisite resourcing systems, procedures and processes are continuously developed and enhanced to enhance candidate and customer experience and service provision.
Working as part of a multi-skilled team, contribute to the smooth running of the recruitment service and the wider HR service in times of team absence or where workloads are particularly high.

Knowledge, Qualifications, Skills and Experience

Knowledge/Qualifications
Essential
A1 Scottish Credit and qualification Framework level 7 (Advanced Higher/Scottish Vocational Qualification level 3, Higher National Certificate) or equivalent, and experience of personal development in a similar role.
A2 Strong IT knowledge and skills, including Microsoft Office packages, in particular advanced Excel.

Desirable
B1 Knowledge of HR management systems, eg Core HR and I-Grasp
B2 Knowledge of UK employment legislation related to resourcing activities.

Skills
Essential
C1 Excellent organisational and time management skills and an ability to manage and prioritise a busy workload calmly and methodically to ensure that deadlines are met.
C2 Excellent written and oral communication skills
C3 Excellent interpersonal skills (in person, by telephone or in written form) and strong customer service orientation using tact, diplomacy, discretion and confidentiality as appropriate
C4 Proven analytical, problem solving and client need interpretation skills.
C5 Ability to cultivate, build and maintain excellent relationships, influencing colleagues as required
C6 Able to work with minimum supervision and as part of an extended team.
C7 Able to work proactively, multi-task and to use initiative.
C8 Flexibility and willingness to adapt to changes.
C9 Excellent attention to accuracy and detail, committed to ‘right first time’.
C10 Ability to manage upwards, providing advice and guidance on process and ensuring senior
colleagues take appropriate actions.
C11 Ability to co-ordinate a range of activities and to plan ahead over a period of up to 12 weeks.
C12 Ability to analyse data and appropriately present summary information to support planning and decision making
C13 The ability to add value in the recruitment process through business partnerships with hiring managers and a continuous improvement approach.

**Experience**

**Essential**

E1 Relevant administrative experience gained through relevant work experience in a busy office environment.
E2 Experience of managing administrative processes, including the collation and monitoring of a range of data.
E3 Experience of dealing effectively with a wide range of customers and staff at all levels in an organisation, using initiative and judgement to proactively resolve issues.

**Desirable**

F1 Experience of staff recruitment processes

**Job Features**

**Planning and Organising**
Work independently with minimal supervision and plan & prioritise demanding workloads effectively and efficiently, using initiative and judgement in doing so.
Proficiency to handle confidential matters expeditiously.
Develop and implement systems to standardise and continuously improve recruitment procedures at local level.
Provide administrative support to recruitment process and follow decisions/actions of such through to conclusion.
Manage and be proficient in the event of unexpected and conflicting changes in workloads, tight deadlines and changing priorities across a diverse workload, working effectively with colleagues in doing so.

**Decision Making**
Use initiative, knowledge and judgement to make clear decisions on issues relevant to all aspects of the role.
Evaluate issues/problems and exercise professional knowledge and judgment in deciding how to address these personally or by referring to the most appropriate member of staff in cases where further advice/guidance is required
Prioritise competing work demands, including assessing urgent, important and routine tasks in order to deliver work to timescales (procedural and legislative).

**Internal/External Relationships**
Daily communication with staff and managers at all levels of the University to develop effective and supportive working relationships in the delivery of a professional and pro-active resourcing administrative service.
Regular liaison with HR colleagues, central and local focused on establishing a “one HR” team ethos, enhanced service provision and customer satisfaction.
Act as the first point of contact for hiring managers and college management for queries related to staffing requests and advice and guidance on resourcing matters.
Liaison with external bodies as required in relation to work activities, eg. UKVI, external panel members, referees, recruitment agencies etc.

**Problem Solving**
First point of central contact for all enquiries in relation to recruitment policy, procedures and process and general best practice. Depending on the nature of the issue seek to resolve personally or by offering advice/guidance to hiring manager and/or directing them to appropriate sources of information, facilitating their resolution of the issue.
Pre-empt problems and ensure systems are in place to prevent or minimise occurrence, thereby enhancing service delivery and reputation.
Deal effectively with incoming enquiries from hiring managers, developing knowledge, skills and experience to ensure enquires are resolved in a timely manner and appropriate information and advice is provided in line with University policy and procedures.
Liaise effectively with all colleagues in resolving problems to ensure a seamless service provision, one HR team ethos and high levels of customer satisfaction. This includes identifying critical issues, taking personal ownership and escalating as appropriate to ensure timely resolution.

**Standard Terms & Conditions**

Salary will be on the Management, Professional and Administrative Grade, level 5, £21,585 - £25,728 per annum.

There are 5 positions available across the College of Arts, College of Medical, Veterinary and Life Sciences, College of Science and Engineering, College of Social Sciences and University Services, please outline within your application which area(s) you would like to be considered for.

New entrants to the University will be required to serve a probationary period of 6 months.

The successful candidate will be eligible to join the National Employment Savings Trust (NEST) Pension Scheme.

It is the University of Glasgow’s mission to foster an inclusive climate, which ensures equality in our working, learning, research and teaching environment.

We strongly endorse the principles of Athena SWAN, including a supportive and flexible working environment, with commitment from all levels of the organisation in promoting gender equity

The University of Glasgow, charity number SC004401.

Vacancy reference; 020532, closing date 6 March 2018.

**Closing Date**

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