

## Role and person profile

Post title:	<b>Resourcing Adviser</b>	Location:	<b>Guildford</b>
Division:	<b>People Group</b>	Department:	<b>Resourcing and Talent</b>
Responsible to:	<b>Resourcing and Talent Manager</b>	Responsible for:	<b>Resourcing Administrator and temporary employees during peak periods</b>
Scale:	<b>Scale Point 19 - 22</b>	Cornerstone behaviours level:	<b>Performer</b>
Post no:	<b>3476, 3477, 3478, 4055</b>		

### Section 1 - Responsibilities

#### Purpose

To support the acquisition of talent as part of the resourcing team covering the broad range of roles and professions across AQA. Pipeline, screen and assess candidates to support all categories of internal and contractor recruitment requirements to agreed standards of candidate care and client satisfaction.

#### Key responsibilities

1. Support the Resourcing Manager in running recruitment campaigns, including preparing adverts, placing adverts on social media sites and liaising with suppliers and media to book advertising space.
2. Daily management of applications, reviewing and reporting on quality and, where necessary, proactively sourcing candidates on job boards or portals such as LinkedIn.
3. Daily screening of applications, including scaling and approving to AQA's selection criteria for all categories of recruitment including examiners and moderators, temporary employees and internal vacancies.
4. Make verbal job offers to candidates and oversee the issue of contracts and new starter documentation to agreed KPIs and timeframes, in conjunction with colleagues in the People Services Team.
5. Induct new starters on their first day, verifying right to work documentation, as required.
6. Oversee the implementation of online assessments and assessment centres ensuring candidates who do not meet AQA's requirements have a positive experience of the AQA brand.
7. Assist with the organisation of and attendance at AQA recruitment fairs and external recruitment fairs, undertake screening and face to face interviews with candidates in order to pipeline candidates for future roles in AQA.
8. Communicate daily with candidates both on the phone, via email including bulk communications to the database of examiners/moderators, temporary employees and AQA internal candidates. Keep hiring managers and candidates informed of the recruitment process and of progress.

9. Process senior examiner applications and registrations of interest forms, including liaison with hiring managers and the provision of advice and information throughout the recruitment process.
10. Review holding pool numbers daily to ensure adequate examiners and temporary employees are processed into the pool to support the workforce plan. Ensure the Resourcing Manager is made aware of any shortages or over capacity. Communicate with partners across the business with regards to recruitment campaign activity.
11. Support the Resourcing Manager to implement the communication and engagement plan to the examiner holding pool, including assisting with the creation of emails and liaison with the CRM team for email circulation.
12. Prepare and edit content for the Hub (AQA intranet) and the recruitment pages on the AQA website.
13. Deal with daily correspondence and telephone contacts from applicants ensuring that the correct legal terminology is employed and compliance with employment law.
14. Work unsupervised and use initiative in taking tasks forward, wherever possible and appropriate.
15. Work collaboratively as with colleagues within Resourcing, in the People Group and in other departments across all AQA offices.
16. Deliver a high level of professional customer service in response to all requests or queries from internal and external customers and those arising from Associate contacts.
17. Take responsibility for your own continuous professional development to meet existing and future business needs.
18. To travel to other AQA sites, sometimes necessitating overnight stays, as required.

### **General responsibilities**

1. To comply with all AQA's policies and other legislative requirements, including but not limited to HSE, Equal Opportunities and ISMS.
  2. Where business needs change, to undertake other responsibilities which are of a commensurate level outside the terms of this role profile.
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## **Section 2 - Accountabilities**

### **Key performance indicators**

- Contribution to and successful delivery of People and Resourcing Strategies and plans for the organisation
- Performance against People Scorecard underpinned by people data
- Delivery against daily and weekly recruitment targets as defined in the business plan.
- Meeting and exceeding expectations of hiring managers.
- Effective working relationship with the key internal and external stakeholders
- The provision of timely and comprehensive management information which supports decision making and informs AQA's strategic direction

### **Decision making**

- Screens, evaluates and provides shortlist candidates for all categories of roles across AQA
- Adjust campaign activity according to quality and volume
- Seeks opportunities to change business processes and improve resourcing activity
- Ability to implement creative solutions without reference to line manager

- Maintains relationships with key internal stakeholders and external recruitment agencies/ organisations in support of recruitment needs/decisions

### Complexity

- Exceptional negotiation and influencing skills across candidates, external suppliers and internal customers
- Understanding of external market forces and impact on resourcing and recruitment
- Knowledge of impact of skill shortages on delivery of recruitment solution
- Knowledge and understanding of all business units within AQA and their associated roles and delivery goals
- Works under pressure to deliver high volumes of recruitment.
- Manages a collaborative relationship with business managers, SHRBPs, People Services Team, escalating where effectiveness and quality is impeded

**Number of employees managed:** Direct reports: 0      Indirect reports: 0

## Section 3 - Key relationships

### Key internal relationships

- All business units within AQA
- Colleagues in the People Group
- New employees/workers
- IT/Media support teams
- People Services Team
- Hiring Managers

### Key external relationships

- Candidates
- Job board suppliers
- Schools and colleges
- Teaching community
- Creative agencies
- Recruitment agencies and head hunters

## Section 4 - Person profile

Knowledge	Assessment
Knowledge of recruitment practices, legislation and procedures, ideally related to temporary/ contractor workers or volume recruitment methodology.	<b>A/I</b>
Good working knowledge of IT systems, recruitment systems and all Office applications	<b>A</b>
Qualification	
Good standard of general qualifications including GCSE A* - C/9-4 in Maths and English	<b>A</b>
Relevant professional qualification or willingness to study, eg CIPD/MIRP	<b>A/I</b>

<b>Skills</b>	
Strong skills in attention to detail	<b>A/I/P</b>
Effective communication skills, both oral and written	<b>A/I/P</b>
Positive and solution orientated attitude	<b>A/I/P</b>
Ability to develop effective working relationships within the team and more widely	<b>A/I</b>
Works to tight deadlines and prioritises a variety of work demands, often under pressure	<b>A/I/P</b>
Proactive and works independently	<b>I/P</b>
Able to improve systems and procedures to drive efficiency	<b>A/I/P</b>
Builds positive customer relationships	<b>I/P</b>
Able to maintain strict confidentiality and adhere to employment law	<b>I/P</b>
Learns and improves, building on feedback and experience	<b>I/P</b>
Sound and accurate data inputting skills	<b>I/T/P</b>
Strong IT skills in Microsoft Outlook, Word, Excel, PowerPoint and main computing systems	<b>A/I/T/P</b>
<b>Leadership skills</b>	
Ability to resolve problems and adapt to change	<b>I/P</b>
Maintain constructive links with other teams and work collaboratively to deliver targets	<b>I/P</b>
Receive feedback and learn from mistakes for continuous self-development	<b>I/P</b>
<b>Experience</b>	
Experience of office procedures and practices ideally in a recruitment or HR context	<b>A/I</b>
Experience of an ATS/HR/recruitment system	<b>A/I</b>
<b>AQA's Behaviour Framework which is assessed through the selection/probation process</b>	
Assessment key (criteria to be assessed at the selection stage)	
<b>A</b> – application (it is <b>essential</b> to provide evidence on application for shortlisting purposes)	
<b>I</b> - interview	<b>T</b> – test (or work sample)
	<b>P</b> – probation