

# Role and person profile

Post title:	<b>Resourcing Coordinator</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:	
Scale:		Cornerstone behaviours level:	<b>Performer</b>
Post no:			

## Section 1 - Responsibilities

### Purpose

To support the end to end recruitment of internal, early careers and temporary roles. Leading the coordination of recruitment, screening and candidate care to provide a positive candidate experience. Supporting the recruitment of the wider temporary, external and contractor roles to agreed standards of candidate care and client satisfaction.

### Key responsibilities

1. Leads on the running of internal recruitment campaigns, including the promotion and advertising of internal roles on the HUB and across AQA. Ensuring full visibility to colleagues.
2. Lead on the coordination of recruitment work associated with any of the following:
  - candidate applications
  - interview and assessment of candidates
  - management information and reporting
  - recruitment fairs and promotional activity.
3. Liaison with hiring managers, to provide support and guidance on assessment approach and policies around secondments, internal recruitment guidance and policies for candidates at risk of redundancy.
4. Organise and set up interview rooms and assessments for interviewees, meet and greet candidates on arrival and log and record assessment and interview documentation.
5. 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.
6. Induct new starters on their first day, verifying right to work documentation, as required.
7. Prepare and edit content for the Hub (AQA intranet) and the recruitment pages on the AQA website.

8. Deal with daily correspondence and telephone contacts from applicants ensuring that the correct legal terminology is employed and compliance with employment law.
9. Work unsupervised and use initiative in taking tasks forward, wherever possible and appropriate.
10. Work collaboratively with colleagues within Resourcing, in People Group and in other departments across all AQA offices.
11. 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.
12. Take responsibility for your own continuous professional development to meet existing and future business needs.
13. 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**

- Maintaining confidentiality
- 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 colleagues applying for internal roles 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
- Colleagues across AQA
- People Services Team
- Hiring managers

### Key external relationships

- Candidates
- Job board suppliers
- Recruitment agencies and head hunters

## Section 4 – Person profile

Knowledge	Assessment
Knowledge of recruitment practices, legislation and procedures.	<b>A/I</b>
Good working knowledge of IT systems, recruitment systems and all Office applications, particularly Excel.	<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>
Skills	
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	I/P
Able to maintain strict confidentiality and adhere to employment law	I/P
Learns and improves, building on feedback and experience	I/P
Sound and accurate data inputting skills	I/T/P
Strong IT skills in Microsoft Outlook, Word, Excel, PowerPoint and main computing systems	A/I/T/P
<b>Leadership skills</b>	
Ability to resolve problems and adapt to change	I/P
Maintain constructive links with other teams and work collaboratively to deliver targets	I/P
Receive feedback and learn from mistakes for continuous self-development	I/P
<b>Experience</b>	
Experience of office procedures and practices ideally in a recruitment or HR context	A/I
Experience of leading end to end internal or external recruitment campaigns	A/I
Experience of an ATS/HR/recruitment system	A/I
<p>Assessment key (criteria to be assessed at the selection stage)</p> <p><b>A</b> – application (it is <b>essential</b> to provide evidence on application for shortlisting purposes)</p> <p><b>I</b> - interview                      <b>T</b> – test (or work sample)                      <b>P</b> – probation</p>	