

# Recruitment Support

## Candidate Information Pack



# The Opportunity

## 1. Job Identification

<b>Job Title</b>	Recruitment Support
<b>Band</b>	Band 3
<b>Salary</b>	£21,709 - £23,630 (pro rata)
<b>Scale</b>	Agenda for Change**
<b>Hours</b>	37.5hpw
<b>Contract Type</b>	Fixed Term 6 months
<b>Department</b>	Recruitment
<b>Reporting to</b>	Vic McDade
<b>Base</b>	Mountainhall Treatment Centre

\*\* NHS Scotland's AFC pay system differs slightly from NHS England, Wales or Northern Ireland. Please click [here](#) to access the most up to date pay scales and Terms and Conditions.

## Contact Details

### Line Manager

Vic McDade

We welcome informal contact from prospective candidates who wish to better understand the role.

Please contact: Vic McDade by phoning 07761 263 636  
Email: victoria.mcdade@nhs.scot

# Job Description

## 2. JOB PURPOSE

- Working within Workforce Team to provide an effective, efficient and pro-active administrative function to Recruiting Managers across NHS Dumfries & Galloway to provide an effective service to patients, staff and the public. The postholder will also provide a comprehensive data input and administrative service to the wider HR Team.

## 3. ORGANISATIONAL POSITION

- Postholder will report to the Recruitment Team Leader.

## 4. SCOPE AND RANGE

- Postholder will work as a part of a team that deals with the recruitment process across the whole of NHS Dumfries & Galloway (c 4600 staff).
- Postholder works without direct supervision however Recruitment Team Leader/Recruitment Manager available for guidance.
- Postholder has discretion to plan and prioritise own workload to ensure work is carried out within necessary timescales and numerous strict deadlines are met.
- Jobtrain is the National recruitment system that has been implemented in every Health Board across NHS Scotland and will involve every stage of the recruitment.

## 5. MAIN DUTIES / RESPONSIBILITIES

- Ensuring that HR computerised information systems and other databases i.e. Recruitment Candidate tracker and Jobtrain On Line Recruitment System is regularly and accurately updated.
- Support the Directorate, Managers and candidates with the HR system Jobtrain.
- Retrieving and producing data/reports from information systems as required and ensuring that recruitment statistics and ethnic reports are produced within pre-determined timescales.
- Providing recruiting managers with support and advice with regard to deadlines, gaining authorisation, preparing and placing of adverts.
- Advise recruiting managers of received applications within set timescales.

- Accurately recording and maintaining records of all vacancies to be advertised i.e. whether to be held until authorisation has been received, whether authorisation has been received and can be advertised that week. Also maintaining an accurate record of all vacancies for audit purposes.
- Preparing job packs and subsequently advertising these on a daily basis either internally or externally within an agreed timescale.
- Postholder will support the vacancy authorisation process i.e. co-ordinating the process for Staff Control Forms.
- Screening application forms to ensure that all applicants have the correct immigration status to work in the UK and escalate to the Team Leader, Medical Staff team or the recruiting manager as appropriate, for action.

### **PROVIDING SUPPORT FOR THE JOB INTERVIEW PROCESS WHICH INCLUDES:**

- Arranging interview dates with the Recruiting Manager, including Nurse Bank staff & (non-consultant) medical staff.
- Sending emails inviting applicants for interview with pre-employment paperwork e.g. Disclosure applications.
- Issuing reference request letters.
- Occasional arranging of accommodation and expenses for external interview panellists and candidates.
- Coordinating receipt of pre-employment paperwork where appropriate.
- Issuing letters of appointment and associated paperwork to successful candidates.
- Complying with the Data Protection Act as it affects patient, personnel and Board information at all times and ensures confidentiality of information at all times.
- Dealing with telephone or personal callers to the department, giving advice on recruitment issues as the need arises.
- Ensuring that the work tray and mail inbox is reviewed on a daily basis and work is prioritised.
- The postholder will be pro-active in developing the procedures/ways of working within the Workforce Recruitment Team to ensure that the department works efficiently and effectively.
- The postholder will work proactively with Workforce Business Partners to support the redeployment Team process and ensure this is carried out effectively and efficiently.

### **The postholder will also be required to:**

- Open and distribute mail on a daily basis.
- Ensure Jobtrain/eESS and other HR systems are regularly and accurately updated.
- Retrieval of data/reports from the HR information systems as required.

## 6. SYSTEMS AND EQUIPMENT

- Computer – used for the majority of working day.
- Microsoft Word, Excel, Access, Power Point – to produce reports, spreadsheets, and letters.
- eESS to record employee data, extract information, produce reports.
- Internet – used on a daily basis to record vacancy information on Jobtrain website.
- Outlook – to communicate with staff internally and with any external contacts.
- Photocopier, shredding machine, electric comb-binding machine, guillotine – used for all general office duties.

## 7. DECISIONS AND JUDGEMENTS

- The postholder will be expected to use their initiative occasionally in the absence of the line manager. This will involve responding to straightforward and providing advice on straightforward recruitment matters.
- Review incoming mail and telephone calls received to determine matters which can be actioned and what needs to be alerted to the Recruitment Team Leader and ensuring appropriate follow-up and progress.
- Analyse and interpret information supplied on application forms to escalate if necessary. This information can sometimes be of a personal or sensitive nature.
- The postholder plans, organises and prioritises own workload and makes changes to working practice if required.

## 8. COMMUNICATIONS AND RELATIONSHIPS

- Postholder can often be first point of contact for staff contacting the department and the postholder is required to use tact and diplomacy while using a high degree of listening and interpersonal skills in order to either provide reassurance or obtain the relevant information in order that this can be passed to the most appropriate member of the Workforce Team.
- The importance of the postholder taking an accurate record of what they have been told is vital to ensure that the information can be passed on and to ensure that the member of staff does not need to repeat themselves.
- Verbal and written communications which can be of a complex or sensitive nature or both, with a full range of staff throughout NHS Dumfries & Galloway re vacancy advertising, recruitment, Disclosure, salary, Terms & Conditions etc.
- Use of telephone, e-mail to relay information.
- Liaise on a regular basis with the medical staffing team.



## 9. PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

- The postholder is generally sitting at their desk either using a computer or carrying out other desk duties. There is the occasional requirement to lift stationery supplies or files and there is also the occasional requirement for bending and stretching whilst carrying out other office duties. The postholder will experience frequent interruptions whilst performing his/her duties generally to strict deadlines.

## 10. MOST CHALLENGING PARTS OF THE JOB

- Co-ordinating vacancy advertising liaising with workforce sustainability team, ensuring vacancies are advertised in correct publications on the correct date to correspond with closing dates.
- Constantly working to meet deadlines with constant interruption to planned activities and concentration to deal with telephone enquiries and callers to office with queries and having to change from one task to the other regularly during the working day.
- Working under pressure to remain calm and helpful in responding to enquiries, sometimes from argumentative/distressed people.
- Production of information from electronic systems used, often to tight deadlines.
- Unpredictable working environment.
- Ensuring that recruitment processes take place within set timescales to comply with immigration requirements and predetermined deadlines, e.g. consultant recruitment.

## 11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

- SVQ Level 3 in Business Administration or Human Resources (or equivalent qualification/relevant working experience to that level).
- Previous NHS experience desirable.
- Previous experience in a HR or Recruitment setting desirable.
- Advanced computer skills e.g. Excel, Outlook etc.

### **Postholder must also possess and be able to demonstrate:**

- Excellent interpersonal skills.
- Excellent communication skills.
- Tact and diplomatic skills.
- Ability to prioritise effectively and work to strict deadlines.
- Team working ability.

## 12. JOB DESCRIPTION AGREEMENT

**Job Holder's Signature:**

**Date:**

**Head of Department Signature:**

**Date:**

# Person Specification

ESSENTIAL	DESIRABLE
<p><b>QUALIFICATIONS:</b></p> <ul style="list-style-type: none"> <li>SVQ 3 in Business Admin or HR or equivalent level of qualification.</li> </ul>	
<p><b>KNOWLEDGE:</b></p> <ul style="list-style-type: none"> <li>Up to date knowledge of admin procedures.</li> <li>Demonstrable knowledge of IT packages.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Data Protection.</li> <li>Knowledge of NHS policies &amp; procedures.</li> </ul>
<p><b>EXPERIENCE:</b></p> <ul style="list-style-type: none"> <li>Demonstrable relevant experience in an admin role.</li> </ul>	<ul style="list-style-type: none"> <li>Previous NHS experience.</li> <li>Previous HR/Recruitment experience.</li> </ul>
<p><b>SKILLS:</b></p> <ul style="list-style-type: none"> <li>Advanced keyboard skills including Excel, Outlook.</li> </ul>	
<p><b>PERSONAL CHARACTERISTICS:</b></p> <ul style="list-style-type: none"> <li>Ability to prioritise and work to strict deadlines.</li> <li>Tact, diplomacy and confidentiality.</li> <li>Ability to integrate with other staff working in a busy shared office.</li> <li>Demonstrable evidence of team working.</li> <li>Able to remain calm under pressure.</li> </ul>	



# Find Out More

For information on NHS Dumfries & Galloway, including details of further staff benefits, our facilities and beautiful surroundings, check out our new Work with Us Portal.

To access the Work with Us web pages, copy and paste the following link into your web browser:

[www.nhsdg.co.uk/workwithus](http://www.nhsdg.co.uk/workwithus)

