

# THE NATIONAL INSTITUTIONS OF THE CHURCH OF ENGLAND

## MANAGING EMPLOYER: CHURCH OF ENGLAND CENTRAL SERVICES

### HUMAN RESOURCES DEPARTMENT ROLE PROFILE

<b>JOB TITLE</b>	Recruitment & Onboarding Adviser
<b>GRADE:</b>	Band 5
<b>LOCATION:</b>	Hybrid working ( <i>on average 1 day per week from our London office</i> )
<b>ACCOUNTABLE TO:</b>	HR Operations Manager
<b>RESPONSIBLE FOR:</b>	Recruitment & Onboarding Officer
<b>KEY RELATIONSHIPS:</b>	HR colleagues, recruiting managers, internal and external candidates, recruitment agencies
<b>JOB SUMMARY:</b>	<p>The purpose of this role to ensure timely and high-quality customer service to our hiring managers and job applicants and to line manage the Recruitment &amp; Onboarding Advisor. Working collaboratively with the HR Operations Manager, Head of HR Operations and other HR colleagues you will have day-to-day responsibility for overseeing the delivery of the NCIs' recruitment service and onboarding of new joiners in line with our organisation values, our Belonging &amp; Inclusion strategy and Safer Recruitment process.</p>

#### **BACKGROUND:**

The Human Resources department provides a strategic and operational HR service to the seven National Church Institutions (NCIs) and the 42 Diocesan Bishops' offices. Our **HR Operations** team focusses on the entire employee lifecycle providing support, advice and guidance to senior leaders, line managers and staff. The **Organisational Development** team lead on culture, values, wellbeing, development and our belonging & inclusion strategy. Through our **External Service** team, we also offer HR support on a consultancy basis to other Church of England organisations including our dioceses and cathedrals.

We are a friendly, diverse, well respected and highly engaged HR team who are committed to actively sharing knowledge and learning across the team and beyond. We encourage flexible working within the team, and meet together online weekly and in-person once a month for collaboration, knowledge-sharing and building relationships within the team.

The NCIs comprises a wide variety of functions and professions to support the mission and ministries of the Church by working with those who serve in parishes, dioceses, schools and other ministries, and with partners at a national and international level.

### **MAIN DUTIES AND RESPONSIBILITIES:**

- Overseeing recruitment support to specific areas of the organisation, working with HR Business Partners and recruiting managers to understand the potential opportunities and challenges of designated business units enabling you to develop creative solutions to fill vacant posts, and making full use of our Applicant Tracking System to manage all stages of the recruitment and onboarding processes;
- Line-managing the Recruitment & Onboarding Officer, providing them with support and development to ensure efficient and effective customer service to Line Managers and job applicants throughout the end-to-end recruitment and onboarding process;
- Supporting line managers in carrying out their recruitment responsibilities, contributing to the delivery of our Confident Recruiter training programme for new line managers, and guiding hiring managers in producing role profiles and job adverts etc;
- Developing and promoting the use of social media and other digital platforms for recruitment activity utilising the most appropriate recruitment channels (e.g. LinkedIn, Indeed, Glassdoor, and job boards);
- Liaising with external suppliers including advertising agencies, recruitment agencies and executive search firms, utilising existing external contracts to implement effective sourcing methods for recruitment;
- Supporting recruiting managers with screening, shortlisting, interviews and other selection processes;
- Overseeing the onboarding of new joiners, ensuring that pre-appointment checks (references, DBS, Occupational Health etc) are carried out in line with organisational policies, and that new colleagues receive written job offers and contracts of employment within the required timescales.

### **PERSON SPECIFICATION:**

#### Essential

#### *Skills/Aptitudes:*

- Demonstrate exceptional customer service adapting your approach as needed to reflect customer need
- Ability to manage competing priorities to ensure that you manage to deliver on time and on target.
- Excellent communication skills, with strong accuracy and attention to detail, including writing and proof-reading role profiles and job adverts.
- Highly organised project-management approach combined with strong planning skills.
- Proactive with have strong problem-solving skills in order to resolve with customer queries

- Ability to take a collaborative approach to service delivery, working in tandem with stakeholders and the wider HR Operations team and to work well in a small team.
- Strong supervisory and coaching skills to manage and develop your direct report.
- Commitment to ensuring fairness and inclusion at all stages of the recruitment and onboarding process

*Knowledge/Experience:*

- Educated to 'A' level standard or with recruitment/onboarding or equivalent work experience
- Experience of managing end-to-end recruitment processes
- Experience of developing creative and innovative recruitment campaigns for a broad range of roles,
- Experience of selection processes including reviewing applications and conducting interviews
- Confident in using Applicant Tracking Systems to manage recruitment activity, communicate with candidates and generate data analytics (drawing on support from our Reward & Analytics specialist);
- Experienced in supporting line managers through their recruitment responsibilities and helping them to apply good practice and organisational policy in their recruitment decisions.
- Experience of effective employee onboarding processes to ensure a seamless candidate experience

Desirable

*Knowledge/Experience:*

- Experience of recruiting to roles within a values-based organisation;
- Knowledge of talent acquisition tools to source diverse, high-calibre candidates;
- Supervisory / line management experience;
- Familiarity with the Tribepad recruitment platform and/or Oracle Cloud HR

*Qualifications*

- CIPD Level 5 or equivalent
- BPS Occupational Test User (Ability and Personality) level, and/or experience in using a range of selection tools