



Cumberland Council

Post Specification

Date	August 2024
Post Group Number	8322
Post Title	Recruitment & DBS Administration Team Lead
Job Family	Organisational Support
Job Family Role Profile	OS9
Final Grade	9

To be read in conjunction with the job family role profile

Service Area description

The Human Resources and Organisational Development service incorporates the Human Resources (HR) and Organisational Development (OD) Operational Service, OD, Training, Wellbeing, Workforce Planning, Employee Relations and HR Business Partnering Services.

It delivers professional and enabling HR/OD services that are aligned to the strategic priorities of the Council's Strategic Plan. The service provides comprehensive support to employees, managers, Trades Unions and strategic partners to support the full employee lifecycle: attraction, recruitment, onboarding, development, retention and exit/leaving.

Purpose of this post

- Reporting to the Recruitment & Retention Manager, you work to deliver well-organised, timely and accurate staff and agency worker recruitment & onboarding activities.
- This role focuses on leading the Recruitment & DBS Administration Team, organising workflow and reporting on performance to agreed KPIs
- You will provide support to staff within the Recruitment & DBS Administration Team to deliver an effective service for internal stakeholders.
- You will strive to continuously improve the level of customer service offered through optimising workflows, identifying system or process improvements and/or responding to stakeholder suggestions around enhancing ways of working.

Key job specific accountabilities

- To supervise, recruit, develop and motivate staff teams to achieve effective and efficient performance. Responsible for performance appraisals of staff team and appropriate development reviews identifying key training needs and ensure continuous professional development.
- To organise and co-ordinate day to day allocation of workflow throughout the team, ensuring service priorities are met, the team are effectively targeted, whilst operating in accordance with established procedures.
- To provide regular and timely reports on service performance
- Making day-to-day operational decisions and dealing with complex operational issues, queries complaints and problems from a range of stakeholders and approving actions outside standard operational delivery.
- Provide an enhanced customer service in accordance with agreed service levels and associated performance measures.

- To ensure that relevant statutory obligations are met through checking service specific processes and systems to adhere to statutory requirements.
- To ensure appropriate actions are taken to mitigate risk of service deliverables.
- Supporting the Recruitment & Retention Manager to implement continuous improvements across the service by the identification and development of system improvements and processes for all services and deliver efficiencies, participating in projects as appropriate.
- Any other reasonable task in line with the grade of this post.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • None
Staff Management Responsibilities	<ul style="list-style-type: none"> • To manage staff within the Recruitment & DBS Administration Team
Other	<ul style="list-style-type: none"> • None

Essential Criteria - Qualifications, knowledge, experience and expertise

- Experience in/knowledge of recruitment & DBS checking requirements
- Experience in/knowledge of working with recruitment & DBS checking software.
- Understanding of high-volume recruitment
- Experience or knowledge of managing and motivating staff and allocation of work with key performance indicators.
- Experience in delivering excellent customer service by different methods of contact across a range of services both internal and external Stakeholders.
- Experience in/knowledge of working with Microsoft office including Word, Excel, Outlook, PowerPoint, and SharePoint.
- Experience or knowledge in resource management allocation to staff across the service centre to meet the demands of the customer.
- Experience of devising, implementing, monitoring and maintaining accurate administration systems
- Experience of developing and monitoring service performance.
- Knowledge of complex and diverse processes, procedures and systems within a business support environment

Desirable Criteria - Qualifications, knowledge, experience and expertise

- NVQ Level 3 or appropriate business administration/management qualification
- Experience in/knowledge of recruitment & DBS checking requirements within public sector

Disclosure and Barring Service – DBS Checks

- This post requires / does not require a DBS check.

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> • Direct contact with stakeholder customers internally within the council of varying levels of seniority • May involve dealing with difficult customers where they require support and assistance with the recruitment, pre-employment and/or DBS check processes • Direct contact with a team of staff who this role will directly line manage • Will be under pressure to work to extremely tight deadlines on a frequent basis in order to react to the changing business environment • Conflicting priorities and managing tight timeframes for implementing change may prove stressful, the role holder will need to manage this and effectively motivate others in order to ensure the service is delivered effectively and that business targets and objectives are consistently met
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Physical Demands	<ul style="list-style-type: none"> • Working at a computer screen for long periods of time • Will involve working in office environment and/or remotely.
Working Conditions	<ul style="list-style-type: none"> • Will use analytical and judgmental skills to analyse work requests containing complex information to manage workflow of the team • Will get involved in helping to shape the delivery of own service area e.g. providing insight to be used to inform the planning, development and implementation of service optimisations or new projects • This role will require high levels of mental agility in order to fully understand the needs of the business to deliver solutions within own service area and support the business's recruitment needs as a whole. • The job requires high levels of awareness and prolonged periods of concentration requiring mental attention, e.g. developing plans and client propositions as well as reviewing large amounts of complex data Concentration may be made difficult as the role holder will be expected to switch between tasks during the course of the working day and it is likely there will be frequent interruptions from other staff, colleagues, internal stakeholders and occasionally external suppliers. • There is a general requirement to manage many different requirements at the same time which calls for high levels of prioritisation, time management and planning skills to ensure that all business needs are met in accordance with agreed timescales and operational service/performance levels. • There will be very high levels of work-related pressure from the need to meet tight deadlines and/or respond to conflicting operational and business demands
Other Factors	