

Job Title	Range	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished)
Recruitment Assistant	Range 2	To provide a range of general administrative duties in order to support service delivery. To act as the first point of contact for internal and external customers and provide a professional and welcoming environment at all times. Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.	Required for this level	In addition to Level A	In additional to Levels A and B
			Qualifications Good standard of education to GCSE Level, including English & Maths (Grade 4 or above) or equivalent	Qualifications	Qualifications
			Knowledge - Knowledge of how to use Microsoft Packages i.e. Word, Excel and Outlook. - An awareness of confidentiality and data protection procedures. - An awareness of equality, diversity and inclusion.	Knowledge - Knowledge of GDPR requirements and data processing principles to keep information secure. - Understanding of current UK right to work and eligibility requirements, including ID checking for employees and DBS checking. - Understanding of how to upload job vacancies to the Medway Careers Hub applicant tracking system (ATS). - Knowledge of our Council recruitment processes to ensure swift onboarding, including safer recruitment (where applicable). - Knowledge of how to set up interviews within Microsoft Teams and align to staff calendars in Outlook.	Knowledge - Knowledge of the full recruitment onboarding process, to ensure compliance with UK legislation and safeguard the organisation. - Full working knowledge of the Medway Careers Hub ATS to be able to support recruiting managers. - Understanding of GDPR requirements and best practice in relation to information sharing.
			Experience - Experience of providing administrative support, within an office environment. - Experience of undertaking routine data entry with care and accuracy.	Experience - Experience of confidently undertaking ID checking for DBS and right to work checks. - Experience of uploading job vacancies to the Medway Careers Hub ATS. - Experience of using the multi-function device (MFD) to scan or photocopy. - Experience of accessing the HR system (Resourcelink) and the electronic filing system (iDox) to check personnel records. - Experience of correctly dealing with confidential and sensitive data.	Experience - Experience of providing a comprehensive administrative support service. - Experience of uploading or scanning information to the electronic filing system (iDox). - Experience of updating recruitment spreadsheets with live data, to enable swifter onboarding. - Experience of considering the individual needs of applicants to ensure fair access, within interviews.

			<u>Skills</u> • Ability to use Microsoft Word, Excel and Outlook. • Able to effectively exchange information, both orally and in writing. • Ability to maintain confidentiality at all times.	<u>Skills</u> • Ability to organise and prioritise workload to achieve deadlines. • Ability to maintain effective computerised and manual filing systems, where care, accuracy, confidentiality and security are important. • Able to confidently communicate both in person and via the telephone. • Able to effectively use Microsoft Teams.	<u>Skills</u> • Good interpersonal skills with a professional telephone manner and the ability to create a welcoming environment for members of the public, staff and stakeholders. • Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with situations, referring to supervisor/line manager for unusual or difficult problems. • Ability to input data ensuring care, accuracy, confidentiality and security.
Recruitment Officer	Range 3	To deliver a comprehensive and co-ordinated approach to employee recruitment in relation to the sourcing of permanent or temporary employees and apprentices; in accordance with Medway Council's policies and procedures, ensuring national guidelines are followed. To be an integral part of the HR and Operational Team, driving high customer service and maintaining accurate records on HR Systems	Required for this level	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> • Five GCSE grade 4 or above (or equivalent) to include English and Maths	<u>Qualifications</u> • Minimum 50% completion of relevant level 3 HR qualification	<u>Qualifications</u> • Level 3 HR qualification such as CIPD Human Resource Practice
			<u>Knowledge</u> • Awareness of the requirements which organisations must abide by in accordance with national guidelines for recruitment. • Awareness of current legislation and practice related to eligibility to live and work in the UK • Awareness of Safer Recruitment principles and Keeping Children Safe in Education (if relevant). • Awareness of different recruitment approaches to fulfil workforce needs.	<u>Knowledge</u> • Detailed knowledge and understanding of our recruitment service, our different contract types and terms and conditions used within the organisation, including apprentice roles, in line with national guidelines. • Applied knowledge of current legislation and practice, related to eligibility to live and work in the UK, incl. visas and sponsorship. • Knowledge of effective and innovative hiring strategies, systems and platforms; to inspire and motivate applications. • Awareness of how democracy and governance work, especially with regards to senior manager appointments and Member panels. • Working knowledge of external service provision i.e. schools, agencies etc. (as appropriate for the role)	<u>Knowledge</u> • Advanced knowledge of legislation and practice including gaining sponsorship visas related to eligibility to live and work in the UK to be able to update and train team members • Knowledge of how to support a senior recruitment campaign, to include: who to contact and how to build a timeframe etc.
			<u>Experience</u> • Experience of working with internal and external	<u>Experience</u> • Experience of collaborative working to develop effective sourcing and hiring	<u>Experience</u> • Extensive experience of proactive and collaborative working to

			stakeholders to facilitate sourcing and hiring campaigns. • Experience of working in a busy administration/office environment. • Experience of using HR and/or financial management systems. • Familiar with using applicant tracking systems (ATS) and other recruitment application methods	strategies, including apprenticeship roles and career progression pathways. • Experience of working in a fast-paced environment, successfully responding to new challenges and opportunities. • Experience of administering a successful onboarding process for new starters including compliance checking, contract issuing and transfer onto our HR system, in an accurate and timely manner. • Experience of attending careers fairs, demonstrating wide knowledge about the varied roles and benefits of working at Medway Council. • Experience of using a financial management system, with a successful track record of budget recording.	design and deliver effective sourcing and hiring strategies. • Experience of thriving in a fast-paced working environment, overcoming challenges and dealing with competing priorities. • Experience of supporting and mentoring new or junior team members to aid their successful integration and development. • Experience of coordinating team activity at careers fairs, ensuring effective provision of supplies.
			Skills • Able to use a variety of Microsoft programmes such as Word, Excel, Teams and Outlook. • Good communication, interpersonal and relationship building skills, with an awareness of the key stakeholders engaging with this role. • Ability to act as an employer branding champion to cultivate recruiting practices. • Ability to prioritise workload effectively • Able to advise and guide others in the use of ATS	Skills • Proficient in the practical use of ICT packages and systems and can support and develop others. • Developed communication, interpersonal and relationship building skills, able to build rapport and engagement with candidates, internal stakeholders and external partners, providing advice and guidance. • Ability to competently use the Council's finance management system, Integra (where appropriate). • Ability to proactively be an employer branding champion to cultivate recruiting practices which represent Medway Council's values and culture in a meaningful way, especially for the attraction of apprentices. • Ability to administer accurate and timely recruitment processes and data production.	Skills • Excellent communication, interpersonal and relationship building skills, to effectively collaborate with internal stakeholders and external partners to develop new and innovative approaches to recruitment delivery. • Can provide coaching and mentoring to support others. • Ability to competently deputise for Senior Recruitment Officer, if required. •
Senior Recruitment Officer	Range 4	To support with the management of a comprehensive and co-ordinated approach to employee recruitment working in partnership with HR colleagues and departmental managers to promote proactive recruitment policy, practices and initiatives	Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
			Qualifications • Five GCSEs grade 4 or above (or equivalent level 2 qualification) to include English and Maths	Qualifications •	Qualifications

		which support the recruitment and retention of high-quality staff and assist with the workforce planning throughout the organisation.	Level 3 HR qualification such as CIPD Human Resource Practice		
		To assist the Recruitment Team Manager in undertaking the day-to-day management of the team	<u>Knowledge</u> - Extensive knowledge and understanding of the recruitment service and the requirements which organisations must abide by in accordance with the national guidelines. - Extensive knowledge of current legislation and practice related to eligibility to live and work in the UK - Knowledge of Safer Recruitment principles and Keeping Children Safe in Education (if relevant to role). - Knowledge of effective hiring strategies, systems and platforms; to reach, and generate applications from suitable applicants - Broad knowledge of Medway Councils Directorates, their work specialist areas and different recruitment approaches to fulfil their workforce needs. - Knowledge of working in a Local Authority and understanding of how democracy and governance works, especially regarding senior manager recruitment.	<u>Knowledge</u> - Applied broad knowledge of new and innovative hiring strategies, systems and platforms; to inspire and encourage applications from target candidates. - Detailed applied knowledge and understanding of how democracy and governance works, especially regarding senior manager appointments and Member panels. - Detailed knowledge of external service provision i.e. schools, agencies etc (as appropriate to the role)	<u>Knowledge</u> - Knowledge of coordinating and leading senior officer recruitment campaigns within Medway Council, including the timelines required for member panels and the papers to be presented etc. - Extensive knowledge of Medway HR systems and how to best use available resources to develop and skill new or junior staff. - Extensive knowledge of current workloads, pressures, projects and campaigns being undertaken within the team, to be able to deputise for the team manager, as required.
			<u>Experience</u> - Experience of working with hiring managers and stakeholders to develop sourcing and hiring strategies, especially for apprenticeship roles. - Experience of working in a busy administration/office environment. - Experience of using a financial management system (TRACS only).	<u>Experience</u> - Experience of working closely with hiring managers and stakeholders to develop effective sourcing and hiring strategies - Experience of working in a fast-paced environment, where every day brings new challenges and opportunities. - Experience of using a financial management system, with a successful track record of operational budget management. - Experience of successfully line managing junior team members, supporting them to become effective within their work roles.	<u>Experience</u> - Extensive experience of working closely with hiring managers and stakeholders to develop effective sourcing and hiring strategies that support career progression pathways. - Experience of thriving in a fast-paced working environment, overcoming challenges and dealing with competing priorities. - Extensive experience of full use of the Council's financial management system, for operational effectiveness and

					efficient budget forecasting (TRACS only). - Experience of successfully supporting wider team projects, including system or process improvements, to enhance service delivery. - Experience of successfully deputising for the team manager with answering queries, work projects or at meetings.
			<u>Skills</u> - Proficient in the practical use of all Council ICT packages and systems and can effectively support and develop others. - Developed communication, interpersonal and relationship building skills, able to build rapport and engagement with internal stakeholders and external partners - Ability to competently use the Council's finance management system, Integra (TRACS only). - Ability to act as an employer branding champion to lead a team at careers fairs and cultivate recruiting practices which represent Medway Council's culture in a meaningful way for the attraction of apprentices.	<u>Skills</u> - Ability to proactively be an employer branding champion to cultivate recruiting practices which represent Medway Council's values and culture in a meaningful way, especially for the attraction of younger people and apprentices. (including at careers fairs); being able to provide advice and guidance and engender attraction to the council as an employer of choice. - Ability to support, coach and develop new or junior team members to effectively ensure their successful integration into the team. - Ability to produce data reports from ATS system. - Ability to lead a team, working in a fast paced environment, facing conflicting priorities; demonstrating initiative and independence.	<u>Skills</u> - Ability to effectively deputise for the Team Manager, when required, on calls to answer queries; work projects, or at meetings with internal and external stakeholders. - Extensive capability within the Council's financial management system, for operational effectiveness and efficient budget forecasting (TRACS only). - Respected and recognised ability as an employer branding champion, cultivating new and innovative recruiting practices which showcase Medway Council as an employer of choice. - Able to generate reports to analyse and evaluate the effectiveness of recruitment campaigns.
Team Manager	Range 6	To effectively lead and manage the recruitment function within Medway Council. Ensuring a co-ordinated approach to the provision of both temporary and permanent recruitment solutions, aligning with safer recruitment best practice and corporate recruitment processes; so that reliable statistics and workforce data are collected and reported back to the services and members. Working in close liaison with line managers and external partner	Required for this level (in addition to all previous levels, if applicable)	In addition to level A	In addition to levels A and B
			<u>Qualifications</u> - Five GCSEs grade 4 or above (or equivalent level 2 qualification) to include English and Maths - Level 3 HR qualification	<u>Qualifications</u> 50% completion of Level 5 CIPD qualification	<u>Qualifications</u> Level 5 HR qualification i.e. CIPD Human Resource Management.
			<u>Knowledge</u>	<u>Knowledge</u> Extensive knowledge and understanding of the teams and services, their work	<u>Knowledge</u> Extensive knowledge of wider council services and personnel,

		agencies to ensure our recruitment and onboarding processes are timely, effective and legally compliant; and developing forward-thinking solutions with the goal of attracting and nurturing Medway Council's talent pool, thereby reducing our reliance on interim staff; achieving workforce sustainability and cost efficiencies. To lead on the exploration of new and innovative routes to market, promoting Medway Council as an employer of choice for staff, especially those working in the social care field, including those currently with us as locums. Energising our branding and recruitment campaigns to reach new talent, engage and nurture	• Advanced knowledge of the DBS Code of Practice and its requirements for a registered body (TAT) (Awareness of for TRACS). • Understanding of the more complex areas of locum recruitment, especially the social care market and motivations of locum staff, to enable effective permanent recruitment strategies to be created (TRACS). • Detailed knowledge and understanding of how children's and adults' social care services operate within a unitary local authority. (TRACS). • Detailed knowledge and understanding of the corporate teams and services, their work roles and responsibilities, relevant to your team. • Detailed knowledge of public sector procurement regulations, and how they must be applied for the purchase of new systems or agencies to supply locum staff. • Detailed knowledge of wider HR policies, practices and processes that may affect other service area i.e. Payroll, Systems and HR support. • Detailed knowledge of senior officer recruitment campaigns, including advertising packs, shortlisting criteria production and production of shortlist for member consideration. • Knowledge of the process if utilising agencies via our Dynamic Purchasing System (DPS) to head hunt candidates.	roles and responsibilities, relevant to your team. • Advanced knowledge on interpreting and reporting on statistical data held by the team, to produce effective reports for senior management use. • Knowledge of leadership and management models and practices to motivate staff and support successful delivery of the work within the team. • Knowledge and understanding of the complexities of supporting services facing tough recruitment markets i.e. locum social care, educational psychology, planning; demonstrating innovative ways to approach the market to enable effective permanent recruitment strategies to be created.	their current recruitment pressures, projects and campaigns to be able to deputise for the Service manager, when required. • Advanced knowledge on how to analyse, report on, and present, statistical data held by team, to inform senior management on workforce trends to influence future strategies. • Knowledge and understanding of the One Medway Council Plan and wider HROC Service Plan, to enable effective communication so that all wider team members gain appropriate understanding and feel included. • Wide knowledge and understanding of all Council Policies, especially relevant to the team's work areas. • Knowledge and understanding to be able to lead the organisation, as a Regulatory Body, through a successful DBS Audit and Inspection (TAT).
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			Detailed and current working knowledge of employment legislation, IR35 regulations, UK right to work compliance requirements, including Safer Recruitment regulations.		
			Experience - Extensive experience of at least 3 years in a HR Dept as a senior officer - Experience of supporting a DBS, Registered Body, inspection (TAT). - Experience of working to create strategies to address complex areas of locum and permanent recruitment. - Experience of supporting the production of effective HR policies and practices. - Experience of supporting senior officer recruitment campaigns, including the creation of advertising packs, shortlisting criteria production and production of shortlist for member consideration. Alternatively, if using DPS agencies to head hunt candidates, the process to be followed. - Advanced knowledge of legislation and practice including gaining sponsorship visas related to eligibility to live and work in the UK. - Detailed and current working knowledge of employment legislation, IR35 regulations, UK right to work compliance requirements, including Safer Recruitment regulations for working in social care. - Experience of line management within a multi-layered team,	Experience - Demonstrable experience of successfully creating strategies to address complex areas of locum and permanent recruitment. - Experience of completing the required return and undertaking a DBS, Registered Body, inspection (TAT). - Experience of conducting public sector procurement practices. i.e. for the purchase of new systems, or employment of locum staff. - Experience of leading successful senior officer recruitment campaigns. - Experience of successfully leading and motivating a multi-layered team involving more than one area of professional discipline. - Experience of supporting public sector procurement practices. i.e. the purchase of new systems, or employment of locum staff	Experience - Experience of deputising at meetings, committees or groups of external partners, in place of the Service Manager. - Experience of leading a DBS, Registered Body, Audit and inspection (TAT) and of implementing any actions or learnings. - Experience of leading on bespoke interim or locum recruitment campaigns i.e. project teams, which involve complex and fast paced onboarding. - Experience of attending Senior Officer recruitment panels, as the lead HR representative. - Experience of being an effective lead member of a project team i.e. systems or procurement. - Experience of successful budget forecasting and management.

			involving more than one area of professional discipline.		
			<u>Skills</u> • Proficient in the practical use of ICT packages and systems and able to support and develop others. • Good communication, interpersonal and relationship building skills, with a proficient understanding of different approaches to ensure successful engagement with team members, other council staff and/or stakeholders. • Ability to competently use finance management systems, for example, Integra. • Ability to act as an employer branding champion to cultivate recruiting practices which represent the culture of the organisation in a meaningful way. • Able to assess, prioritise and allocate work priorities within the team to ensure best use of available resource.	<u>Skills</u> • Ability to proactively be an employer branding champion to continuously develop recruiting practices which showcase Medway Council's values and culture in a meaningful way, especially for the attraction of under-represented staff, young people and apprentices. • Excellent communication, interpersonal and relationship building skills, to effectively lead, develop and motivate the team. • Excellent time management skills, with the ability to swiftly assess and prioritise new work priorities as they arise; for both themselves as well as the team. • Extensive capability within the Council's financial management system, for operational effectiveness and efficient budget forecasting. • Confidently able to analyse and present varied, and sometimes complex, information for varied stakeholders (both internal and external)	<u>Skills</u> • Confidently able to attend senior level meetings to represent the work team and/or line manager, in their absence. • Able to use knowledge and understanding of all Council Policies, relevant to the team's work areas, to disseminate information regarding recognition of responsibilities for all ranges within the team; thereby ensuring their understanding. • Able to confidently contribute at HR SMT meetings, to inform other members about projects, tasks or other areas of work arising, to inform and support wider-cross team understanding. • Able to confidently lead the organisation, as a Regulatory Body, through a successful DBS Audit and Inspection (TAT). • Able to successfully meet forecasting deadlines, managing allocated budgets to ensure no overspend is incurred, income is received and any ability to make savings is recognised and reported.