

**Job Description**

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| **Post:** | Recruiting Coordinator |
| **Department:** | Agency and Alumni |
| **Responsible to:** | Agency and Alumni Manager |

**Main Purpose:**

* To liaise with Norlanders to ensure documentation and clearance checks have been made prior to placement
* To build relationships with Norlanders, identifying suitable candidates for clients’ positions and liaise with the Agency Consultants to put those candidates forward, fulfilling the expectations and requirements of both candidate and client
* To provide administrative support to the Agency Consultants
* To understand data protection and confidentiality
* To provide high quality customer service at all times when dealing with telephone, email and face to face enquiries from staff, students and external parties
* To be a Brand Ambassador of Norland at all times

**Specific Duties:**

* Work with the Agency Consultants to successfully meet financial targets as outlined on an annual basis and continually reviewed throughout the year
* Deal with enquiries, including sending out and/or emailing relevant information
* Work with the Agency Consultants to put Norlanders forward for positions meeting the expectations of both to ensure successful placements and targets are achieved
* Support the Head of Department and Agency and Alumni Manager in ensuring recruitment and retention strategies are continually developed and implemented
* Ensure files of Norlanders are up to date, including an up-to-date CV, references (minimum of two most recent), valid DBS, Eligibility to work in the UK and 12 hours Paediatric First Aid
* Process DBS applications as required
* Continually update RDB, the agency database, to ensure the most recent information is documented and saved
* General administration, including filing and general correspondence
* Cover for the Agency Consultants as and when required (for example in holiday time)
* Advise Norlanders with basic information regarding employment, referring to relevant experts where necessary
* Promote Norlander CPD courses ensuring skill sets are up to date and relevant
* Ensure excellent communication and interaction with other departments, clients and Norlanders
* Liaise with the NQN (Newly Qualified Nanny) team to ensure NQN Nannies naturally progress on to work with the agency to find employment including ensuring appropriate processes are kept up to date
* Assist at agency and alumni events, Open Days and CPD (Continuing Professional Development) days on a rota basis
* Attendance as required at all Norland events including the above
* To be part of the reception cover rota and assist with covering the reception desk as and when required
* Work with internal departments to ensure operational procedures are fully complied with
* Take ownership of personal development (CPD) within your role and identify personal training needs
* Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and promote organisational effectiveness
* Conduct all financial matters associated with the role in accordance with Norland’s policies and procedures, as laid out in the Financial Regulations
* To undertake any other duties, as required from time to time

## General:

In addition to the above, the post holder will undertake assigned duties and responsibilities effectively and efficiently, ensuring that all actions are discharged within the regulatory and legislative requirements to which Norland is subject. All staff are required to:

* Have full regard for Norland’s equality and diversity, health and safety and safeguarding requirements
* Achieve individual and team targets assigned through Norland’s annual planning and staff appraisal processes including taking ownership of personal development (CPD) within your role and identify personal training needs
* Operate within approved income and expenditure budgets
* Participate in the college-wide recycling programme and to engage with new strategies aimed at sustainability
* Be subject to Norland’s approved strategies, policies and procedures and undertake all duties in line with these
* Be aware that any breach of confidentiality in relation to sensitive information, Norland staff, student or child is considered a dismissible offence

This job description may be subject to revision, depending on the future needs of the post and the organisation. Any changes will be discussed with the post holder prior to implementation.