

**Job Description**

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| **Post:** | Recruitment Consultant |
| **Department:** | Consultancy, Alumni, Agency & Training (CAAT) |
| **Responsible to:** | Agency Manager |

**Main purpose:**

* Recruitment and administration
* Liaison with Norlanders and clients
* Provide high quality customer service at all times when dealing with email, telephone and face-to-face enquiries from staff, students and external parties
* Be a Brand Ambassador of Norland at all times

**Main responsibilities and duties:**

* Strive to successfully meet the minimum sales targets as outlined on an annual basis and continually reviewed throughout the year
* Record sales figures on a daily basis using the internal monitoring system
* Deal with enquiries over email and the telephone, including registering new vacancies, sending out and/or emailing relevant information and processing returned registration forms
* Write job advertisements for the online JobShop accessed by Norlanders
* Establish interviews and liaise between clients and Norlanders, meeting the expectations of both to ensure successful placements and targets are achieved
* Place Norlanders in permanent and temporary posts and carry out all related paperwork following procedures
* Support the Head of CAAT 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 and 12-hour 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
* Advise all parties on conditions and contracts of employment, answering queries in a timely and customer focused manner
* Advise clients and Norlanders with basic information regarding employment, referring to relevant experts where necessary
* Mediate between employers and Norlanders in difficult situations and escalate to senior staff as 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
* Assist with the organisation of college reunions and other agency events
* 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 continued 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
* operate within approved income and expenditure budgets;
* participate in the Norland-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 postholder prior to implementation.