



Job Description

Post:	Newly Qualified Nannies (NQN) Recruitment Administrator
Department:	Graduates: Placement, Employment and Alumni
Team:	NQN
Responsible to:	NQN Manager

Main Purpose:

- Providing administrative support to students, NQNs, clients and NQN Consultants to ensure the smooth running of the recruitment and employment processes.
- Provide high quality customer service at all times when dealing with telephone, written and face-to-face enquiries.
- Be able to work with attention to detail in a fast-paced office where multi-tasking will be essential.
- To understand data protection and confidentiality.
- Be a Brand Ambassador of Norland at all times.

Specific Duties:

- Liaise with students in their third year of training to ensure their employment paperwork is completed; including reviewing CVs and carrying out employment screenings such as DBS checks and references.
- Support the NQN Consultants and Manager with the administration and monitoring of assessments
- Work with the NQNs supporting them into their first employment position as a nanny by assisting them with sending out CVs, arranging interviews, supporting them with finding a suitable role and ensuring contracts and other employment paperwork are in place.
- Work alongside our other Recruitment Administrator and support the NQN Consultants (assessors and early years consultants), including recording and collating appraisals and client feedback throughout the NQNs first year of employment-
- Oversee the registration process and upload client details to the CRM database.
- Respond to initial enquiries on the telephone and by email.
- Liaise with potential employers, register positions, and send out appropriate information in relation to the NQN recruitment process.
- Support clients with the writing of advertisements for their role and maintain an online job list for NQNs.
- Establish and support interviews between NQNs and clients ensuring that appropriate feedback is communicated between both parties.
- Advise clients and NQNs with basic contract and conditions of employment information referring to relevant experts where necessary, answering queries in a timely and customer focused manner.
- Ensure all appropriate paperwork, including contracts, is completed prior to the NQNs commencement of their NQN position.
- Co-ordinate and send out assessment documentation for the completion of the NQN assessment and ensure these are received by the required date.

- Ensure the CRM database and all NQN and employer files and records are well organised and kept up to date in line with Norland's data protection policy.
- Support the NQN Consultants in arranging telephone support, 1:1 support visits / meetings if required.
- Support the NQN Manager with data reporting.
- Support all activities of the team, particularly during peak times.
- Ensure excellent communication and interaction with other departments, clients, students and NQNs.
- 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 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.