

EAST MIDLANDS AMBULANCE SERVICE NHS TRUST
Recruitment and Onboarding Coordinator

Job Title	Recruitment and Onboarding Coordinator
Accountability	Recruitment Services Manager
Review Date	This job description is subject to periodic revision following discussion with the post holder

Job Purpose:

The role will operate within the recruitment team to enable the Trust to achieve its strategic aims and service objectives through the implementation of the People Strategy to ensure the recruitment, onboarding and retention of a high-quality workforce.

Being responsible for the day-to-day provision of a comprehensive, integrated, compliant and professional recruitment and onboarding journey. The post holder will support the delivery of Trust wide recruitment plans and contribute to achieving delivery of the Trusts Workforce Plan.

As the dedicated Recruitment and Onboarding Coordinator for the Trust, the role will provide a comprehensive, pro-active, effective and customer focused onboarding service to all candidates and new starters recruited to the Trust. This will be carried out in accordance with agreed policies and processes.

To support the delivery of an effective and compliant recruitment, selection, and retention service, the role will design and implement onboarding systems and processes that meet best practice standards and are compliant with equality and diversity, data protection and UK employment and legislative compliance within the Trust. This will include maintaining and managing documentation and supporting and developing knowledge of stakeholders across the Trust in recruitment, onboarding and retention processes and systems.

The role will involve supporting the Trusts talent management program and succession planning and the Recruitment and Onboarding Coordinator will work to personal and team objectives and be committed to continuous professional development ensuring they maintain specialist knowledge on policies and procedures that support the service objectives of the Trust.

The post holder is required to manage their recruitment and onboarding workload for which they are accountable and as directed by the Recruitment Services Manager.

Main Responsibilities:

- To build effective relationships with the Recruitment team, and other internal and external stakeholders, to provide the best standards of service and support within the areas of recruitment and onboarding, ensuring the best possible candidate and new starter experience.
- Co-ordinate a variety of onboarding activities which provide recruitment and on-boarding guidance and support to internal and external candidates, bank workers and overseas recruitment.
- Maintain an up to date and thorough understanding of all elements of recruitment and onboarding processes to ensure an effective and informed first and key point of contact to all stakeholders in key workstreams, for example DBS, Occupational Health, Education Teams, Inclusion and Wellbeing Teams and Uniform suppliers.
- Proactive approach in supporting the Recruitment Team to reduce vacancy numbers and the time between job offer and start date. Act as a Troubleshooter unblocking issues that impact on internal KPI's for example, time to hire and Workforce Plan needs.
- As part of updating/maintaining documentation, this role is required to identify and act upon potential issues to ensure standards and consistency of data is readily accessible and of a high standard.
- To provide reports and written documentation to the operational team around recruitment onboarding and retention processes.

- Proactively seek and act upon feedback from candidates, new starters and other internal and external stakeholders to ensure a positive and quality recruitment and onboarding process is delivered.
- To provide feedback to internal and external stakeholders with any issues which require attention in a timely manner.
- Develop and implements routine and ad hoc documentation as required using a range of software packages.
- Works to high level of efficiency and accuracy maximising use of automated processes and excellent use of Microsoft Office packages.
- Support the organisation and attend Trust recruitment events on behalf of the Recruitment Team and assist in planning and organising such events, supporting with promotion, communication, logistics, and attending on the day.
- As directed by the Recruitment Services Manager, support the Recruitment Team in delivering high priority tasks, this will also encompass supporting a surge in activity or covering shortfalls in the team to meet deadlines for recruiting to the organisation as per the workforce plan.
- Develop appropriate systems and methods to capture data and information, where appropriate, which enable the accurate recording and reporting of information across multiple information systems including, but not limited to, Trac, ESR and local records and trackers.
- Undertake specific projects relating to efficiency improvement for recruitment and onboarding information and processes ensuring the provision of best practice and new starter experience.
- Review and implement measures, including the design and delivery of training to colleagues, to improve the new starter experience through the delivery of compliant and efficient recruitment and onboarding practices across the Trust.
- To meet levels of service (KPI's) as agreed in the Department's Service Level

Agreement and reporting any potential problems to the Recruitment Services Manager.

- Contribute to the development and review of Trust Policies and Procedures which are impacted by recruitment and employment legislation.
- To undertake research and keep up to date with legislation updates concerning employment law and employment check requirements, including but not limited to Home Office, Driver Vehicle Standards Agency (DVSA), NHS Employers, Health and Care Professions Council (HCPC), Chartered Institute of Personnel and Development (CIPD) guidelines.
- Present information with tact when dealing with sensitive information.

Detailed Job Description and Responsibilities

1. Communication and Relationship Skills

- Using highly developed communication skills, communicate effectively with everyone involved in recruitment and onboarding processes, including Senior Management, the recruitment team, and external agencies, such as the Occupational Health and Data Barring Services (DBS).
- Build, develop and sustain relationships with the recruitment team and other internal stakeholders to foster positive relationships enabling the effective delivery of training around onboarding processes.
- As required, provide pastoral support to new recruits across the Trust, including overseas recruits, ensuring communication is sensitive and adapted to each individual's cultural, personal and professional needs.
- Communicate complex, sensitive, and contentious information when seeking agreement and cooperation in the delivery of development interventions, especially when there are barriers to understanding.
- Provide recruitment and onboarding advice to external candidates and staff throughout the Trust, including hiring managers.
- To identify any issues within designated area and to resolve or escalate to the Recruitment Services Manager if required.

- Contribute to the wider HR and OD Directorate as an experienced professional in area of own responsibility.

2. Knowledge Training and Experience

- Specialised professional knowledge of recruitment, selection, and onboarding practices to enable a positive, efficient, and effective experience to all service users.
- Acquired through training and experience over an extended period, utilise an in depth understanding of current employment regulations and legislation requirements, to ensure recruitment and onboarding processes are compliant.
- Apply experience of dealing with multiple workstreams and changing deadlines to coordinate priorities across different stakeholders and ensure Recruitment and Onboarding KPI's are achieved.

3. Analytical and Judgemental Skills

- Ability to analyse and make judgements on information from different sources and recruitment/onboarding-based systems to resolve issues impacting on time to hire and other key metrics or escalate identified issues.
- In supporting the delivery of the Workforce Plan within defined timescales, be a confident and competent professional with the ability to interpret and compare a range of options and make decisions based on sound professional judgement.
- Present recruitment and onboarding information and analytical findings in an easy-to-understand way including reports and presentations.

4. Planning and Organisational Skills

- Plan and organise a number of complex activities which require the formulation and adjustment of recruitment and onboarding work plans that are key to the compliant delivery of the Trusts' Workforce Plan.
- Through detailed planning and the coordination of appropriate resources from multiple sources, contribute to the delivery of Trust Recruitment Events.
- Excellent time management and prioritisation skills are required to meet an ever-changing and varied workload where a proactive approach to

problem solving is key in responding to changes within an environment with constant interruptions.

- Develop and structure appropriate reporting systems relative to role.

5. Physical Skills

- Use practical keyboard skills for everyday use of email, Microsoft office packages such as Word/Excel and PowerPoint.
- Ability to input, extract and manipulate data at a personal computer utilising practical keyboard skills to ensure accuracy and integrity of the information is maintained.
- Be responsible for the development and delivery of presentations and training sessions utilising practical and creative skills for the design of required information and/or training materials.

6. Patient / client care

- There will be minimal incidental patient contact.

7. Policy and Service Development

- The postholder will propose changes to recruitment and onboarding related policies and practices, within their own area of work, in response to stakeholder feedback and/or identification of procedural improvements such as reduction in timescales and delivery of internal KPI's and the needs of the Workforce Plan. They will respond quickly and effectively to new processes, developments and needs of the service.
- Provides recruitment and onboarding advice on range of issues with regards to legal implications and risks associated to the organisation.

8. Financial and physical resources

- The postholder will show a personal duty of care in relation to equipment and resources used in their course of work.
- The postholder will raise purchase orders for Third Party onboarding services, for example Driver Training and DBS services, and be an authorised signatory for associated invoices.

9. Human resources

- Responsible for the design and delivery of specialist appropriate recruitment and onboarding training and staff development sessions in

line with the Recruitment and Selection policy trust wide and to develop stakeholders understanding and ensure practices are compliant.

- Key responsibility is ensuring all recruitment and onboarding is delivered within recruitment best practice and in accordance with UK Employment Law and NHS guidelines.
- To bring any HR issues regarding the placements of new starters to the attention of the Recruitment Services Manager and where appropriate the wider HR Team.
- To educate and advise external teams of recruitment and onboarding planning, processes, and timeframes to ensure all parties are well informed and on track.
- To ensure compliance in all areas of responsibility and to communicate any issues that may arise.
- Establish a supportive, fair and open culture that encourages and enables all parts of the workforce to meet required performance standards.
- Able to support the recruitment process through motivational teaching practices and influence the continual professional development of all staff.

10. Information resources

- Design, develop and maintain data management systems to ensure the proficient tracking of all new recruits to the Organisation. Ensure systems provide safe storage of data at all times and are in line with Information Governance procedures.
- Regular requirement to create reports and briefings for the Recruitment Team and relevant internal and external stakeholders pertaining to onboarding processes and outcomes.
- Frequent requirement to use Trac, ESR and other internal data capture systems to manage Trust and candidate information.

11. Research and Development

- Through actively seeking service user feedback and the implementation of changes from outcomes, the postholder is responsible for contributing to research and development to improve service delivery and candidate experience.
- Undertake routine surveys and evaluations on a regular basis associated with areas of responsibility.

- Undertake own research and development associated with CPD requirements.

12. Freedom to Act

- As an autonomous professional, and effective member of the Recruitment Team, the postholder will manage their own workload and activities, seeking advice and guidance from the Recruitment Services Manager as required.
- As the Trust's dedicated onboarding coordinator, the postholder will work under own initiative within agreed objectives. This requires the postholder to decide the design and development of interventions, e.g. training and procedural documentation, and to facilitate the implementation, in line with defined results and the Recruitment and Selection Policy.

13. Physical Effort

- Work within local Health and Safety Guidelines being aware of manual handling, personal safety and risk management including the safe use of VDU's
- Ability to sit at PC for more than 50% of time with periods of sitting, standing, and walking.

14. Mental Effort

- In order to review, interpret, and deliver recruitment and onboarding information and statistics to stakeholders, the postholder is frequently required to concentrate and deal with occasional unpredictable interruptions.

15. Emotional Effort

- Able to deal effectively with changes to regulations and process, which often cause anxiety to individuals.
- Occasional exposure to emotive or emotional circumstances from stakeholders and/or candidates, when delivering difficult news, for example unsatisfactory pre-employment check outcomes.

16. Working Conditions

- Exposure to unpleasant conditions will be rare as the postholder will be predominately working in an office environment at a PC.
- Occasional requirement to travel to other sites across the Trust to welcome new recruits to the organisation, collate feedback and / or deliver training.

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Managers must ensure that prevention or containment of infection, sustaining good prevention and infection control practice and the maintenance of a safe environment for patients, visitors and colleagues is a key result area for all their staff and is part of Personal Development Reviews. Managers should ensure that their staff are aware of, understand and adhere to the Trust's Prevention of Infection Control Policy, Dress Code, Risk Management, and Safeguarding children and vulnerable adults and all relevant clinical procedures and guidelines.

This job description is not intended to be an exhaustive list of duties and responsibilities, but to give an indication of the main areas of activity and involvement.

Communications and Working Relationships:

Internal

- Head of Workforce Planning and Recruitment
- Recruitment Services Manager
- Wider Recruitment Team
- New Recruits
- Organisational Learning and HR team
- Wellbeing and Inclusion Team
- Hiring Managers
- Trade Union Colleagues

External

- Third Party providers including, but not limited to, Home Office, Occupational Health, UK Visas and Immigration (UKVI) Officers, DVSA, HCPC
- NHS Employers
- Other NHS Trusts
- Candidates

Job Description Agreement:

Job Holder's Signature:

Date:

Line Manager's Signature:

Date:

Job Title:

Person Specification
Recruitment and Onboarding Coordinator

	Essential	Desirable
Qualifications Professional Development	<ul style="list-style-type: none"> • CPP in Recruitment & Selection (or equivalent specialist in-depth diploma) or equivalent specialist experience in a Recruitment and Onboarding role. • Member of a professional Recruitment/HR body (i.e. CMI in Recruitment & Selection level 5 or CIPD level 3) or willingness to work towards achieving accreditation. • Evidence of continuous professional development 	<ul style="list-style-type: none"> • Degree Level • Customer Service Experience • Compliance or audit experience • Project management experience
Experience	<ul style="list-style-type: none"> • Recruitment and Selection support for operational and corporate functions. • Experience of managing all stages of the recruitment, selection, and onboarding process (advertising, shortlisting, interviewing, pre-employment checks; advising on progression against workforce plans) • Practical experience of recruitment law and terms and condition of service. • Experience of dealing with third party service providers. 	<ul style="list-style-type: none"> • NHS experience • Experience in the use of HR Systems e.g. ESR, Trac • Experience in International Recruitment

	<ul style="list-style-type: none"> • Experience of dealing with multiple streams of work. • Experience in the use of recruitment management systems for example Trac or other recruitment systems. • Experience in conducting and ensuring compliance with pre-employment checks (i.e. ID, Right to Work, DBS, Qualifications, Occupational Health and Reference checks). • Experience of training others. • Experience of working with confidential and sensitive information. • Experience of collating customer service feedback and actioning change in relation to outcomes. • Experience of maintaining and establishing new ways of working to improve personal and departmental efficiency. 	
Knowledge and Skills	<ul style="list-style-type: none"> • Awareness of different Trust roles, clinical settings and clinical and non-clinical workforce demands. • Familiar with using a range of recruitment and employee-based IT packages (e.g., ESR, TRAC) 	<ul style="list-style-type: none"> • Contemporary understanding of Equality, Diversity, and Inclusion in the workplace • Understanding of workforce models and labour market requirements.

	<ul style="list-style-type: none"> • Awareness of NHS Employment Checks Standards and Regulations. • Sound level of computer literacy and technical competence, including Microsoft Office packages i.e. Outlook, Word, Excel, PowerPoint. • Ability to problem solve and influence standard working practices with proven analytical, negotiation and influencing skills. • Ability to effectively organise own time and priorities, excellent self- management, motivation and time management skills. • Highly developed teamwork and customer service skills • Creation of reports collecting and analysing data from different sources (i.e. Trac and ESR) containing a range of recruitment statistics and workforce data. 	<ul style="list-style-type: none"> • Experience of MS Office 365, MS Forms, Power Automate and Business Intelligence tools.
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Personal Attributes	<ul style="list-style-type: none"> • Developed interpersonal and communication skills with the ability to articulate information effectively with a range of stakeholders across the organisation. • Self-driven and customer and results focussed. • Ability to manage competing demands. • Able to manage tasks on own initiative and make recommendations. • Ability to travel to other sites across the Trust. 	
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