# A screenshot of a computer Description automatically generated with medium confidence

# Job Description

**Recruitment Officer – Apprenticeships**

## Post: Recruitment Officer – Apprenticeships

Section: Employer Services

Grade: Scale 6

Reporting to: Head of Apprenticeships & Skills

Base: Hayes, but with travel to Harrow and Uxbridge as/when required

**MAIN SCOPE OF POST**

You will provide an efficient and effective recruitment service by matching good apprenticeship candidates for suitable vacancies through qualification and referencing whilst also gaining a detailed understanding of different sectors, quality assurance processes and procedures relating to recruitment, retention and achievement. Provide Information, Advice and Guidance to candidates in chosen career pathway.

**DUTIES**

**Recruitment Service for Employers**

1. Maintain and develop current employer relationships to ensure that at all times they receive the best service possible and to maximise business opportunities.
2. Responsibility for sources suitable candidates using referral agencies, online systems and through careers events both internal and external to the colleges
3. Presentations to full time students and providing Information Advice and Guidance

1. Deal with employer/candidate queries and take ownership to follow up and ensure they are dealt with efficiently.
2. Using candidate databases to match the right person to the vacancy.
3. Receiving and reviewing applications, managing interviews and tests and creating a shortlist of apprentice candidates for the curriculum/employer.
4. Briefing the candidate about the responsibilities, salary and benefits of the job in question.
5. Preparing CVs and correspondence to forward to employers in respect of suitable applicants.
6. Organising interviews for candidates as requested by the employer.
7. Informing candidates about the results of their interviews.
8. Negotiating pay and salary rates and finalising arrangements between employer and candidates.
9. Offering advice to both employers and apprentice candidates on pay rates, training and career progression
10. Working towards and exceeding targets that may relate to the number of candidates placed.
11. Reviewing recruitment policies to ensure effectiveness of selection techniques and recruitment programmes.
12. Using social media to advertise positions attract candidates and build relationships with candidates and employers.
13. Implement a tracking system for candidates using the recruitment service and produce regular reports on the number of vacancies, interviews achieved and appointments made etc.
14. Work with all members of the Apprenticeship & Skills team effectively to ensure an efficient service.
15. Make effective use of online referral systems to maximise candidates referrals.

**General:**

1. Ensure the delivery of services to students and employers supports College policies, especially policies on inclusive learning and equality and diversity.
2. Comply with CRM protocols and ensure the database is accurate, current and complete for relevant employers
3. Ensure the service maintains current quality standards and supports any new standards and re-accreditation processes

**Other Duties**

1. To participate in relevant training and staff development opportunities where appropriate.
2. To promote Equal Opportunities and implement the College’s Equality and Diversity Policy.
3. To comply with all relevant Health and Safety Regulations and assist the College in the implementation of its own Health and Safety Policy.
4. To perform any other duties commensurate with the general level and scope of the post as may be required by your line manager.

*Further Education is an ever-changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. The job description will be reviewed annually during the appraisal process and will be varied in the light of the business need of the College.*

**Person Specification: Recruitment Officer – Apprenticeships**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Essential | Desirable | How assessed?\* |
| Qualifications |  |  |  |
| Good standard of education (minimum GCSE Maths and English at Grade C or equivalent) | **✓** |  | A/F/Cert |
| NVQ 3 (or equivalent) in Advice and Guidance or willingness to work towards it |  | **✓** | AF/Cert |
| Knowledge, Skills and Experience |  |  |  |
| Administrative experience gained within a busy, fast-paced environment | **✓** |  | AF/IV |
| Ability to establish and build good relationships with employers, customers and candidates over the telephone and face to face | **✓** |  | AF/IV |
| Experience of providing high level of customer service | **✓** |  | AF/IV |
| Ability to remain calm and professional in challenging situations | **✓** |  | AF/IV |
| Excellent organisational and planning skills and ability to prioritise a busy workload effectively | **✓** |  | AF/IV |
| Excellent communication skills - both written and inter-personal | **✓** |  | AF/IV/T |
| Good standard of literacy and numeracy | **✓** |  | AF/IV/T |
| Able to work effectively as a team member | **✓** |  | AF/IV |
| * Positive and enthusiastic approach to work | **✓** |  | AF/IV |
| * Ability and willingness to use own initiative | **✓** |  | AF/IV |
| Experience of dealing with clients from a variety of different social, ethnic and cultural backgrounds. | **✓** |  | AF/ IV |
| A strong commitment to Equality and Diversity and experience of implementing Equal Opportunities policy and practices | **✓** |  | AF/IV |
| Good IT skills, and experience of using databases | **✓** |  | AF/IV |
| Ability and willingness to work flexibly, including travelling to other College campuses when required | **✓** |  | AF/IV |
| Experience of working in a recruitment environment |  | **✓** | AF/IV |
| Experience of working at recruitment and selection events |  | **✓** | AF/IV |
| Experience of working within an education environment |  | **✓** | AF/IV |
| Experience of delivering Careers Guidance/Information and Advice giving |  | **✓** | IV |
| Competencies *Support staff should be able to demonstrate competency in all of the following areas:*  Communication; Planning and Organising; Working Together; Customer Services; Adaptability/Flexibility |  |  | AF/IV |

\*Evidence of criteria will be established from:

AF = Application Form IV = Interview

T = Test (Presentation/Skills test) Cert = Certificates checked on induction