

JOB OUTLINE

Job title:	HR & Recruitment Assistant x2
Job ref:	HFL1457
Hours:	1 x 37 hours per week / 52 weeks per year 1 x 37 hours per week / Term Time Only + 3 weeks (41 weeks per year)
Salary band:	Band 4 – FTE £22-26k pro-rata + Opportunities for funded CIPD/equivalent professional qualification
Contract:	Permanent
Reports to:	Recruitment Manager & HR Manager
Team:	HR & Recruitment Services Team
Location:	Hybrid working consisting of remote working, flexibility required to work across educational settings in Hertfordshire and neighbouring counties, and up to 2 days per week in our Head Office in Stevenage, Hertfordshire.

OUR COMPANY

HFL Education (Formerly Herts for Learning) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HFL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

JOB CONTEXT

HFL's HR & Recruitment Services work to support customers in delivering an excellent education for children by providing advice and support on solutions tailored to meet

the needs of their setting. We are a friendly, diverse team split between the two main service areas of HR and Recruitment.

Our HR Services team provides a range of services to schools, settings and trusts to support delivery of operational needs and strategic objectives. This includes a HR helpdesk and advisory service, bespoke HR consultancy services, a digital HR portal and training.

Our Recruitment Services team manage the Teach in Herts website and HFL supply framework. They provide recruitment support and guidance and deliver a Leadership Recruitment Service, working closely with governing bodies and trustees to design and deliver recruitment and selection programmes for senior roles in schools, academies and trusts, both in Herts and also in neighbouring counties.

PURPOSE OF THE JOB

The HR & Recruitment Assistant works with both the HR and Recruitment teams to support the delivery of services. This will include:

- first line customer support on the Teach in Herts desk.
- administrative support to all HR & recruitment services as required.
- day to day social media activity to raise brand awareness, promote our services and to deliver targeted advertising for schools.
- creating and delivering internally and externally communications, including blogs, ed-talks, newsletters etc.
- supporting the recruitment team with delivery of recruitment services to customers.
- attendance at recruitment events and additional HR events as required.
- support to the wider HR and recruitment offer on team projects.

In the short term (first 3 months) the role will have more of a recruitment focus as we reshape our services however in the longer term the role will be more balanced between the two areas, and include more HR administrative support, particularly working with our learning and development team and the policy and portal team.

The HR & Recruitment Assistant will also collaborate on project work along with other team members, contribute to the ongoing analysis and development of our services through preparation of management information reports, and provide administrative support and diary management assistance to the HR Managers.

There are excellent opportunities to develop within the role and the wider team and professional qualification funding maybe available for the right candidate.

MAIN AREAS OF RESPONSIBILITY

The post holder will have primarily responsibility for supporting users of the Teach in Herts website and associated services and activities designed to support attraction of staff to schools, settings and trusts in Hertfordshire e.g. Recruitment events and university fairs.

The post holder will support employers advertising on Teach in Herts (schools, trusts and other settings) and candidates using Teach in Herts to search for and apply for roles.

Other responsibilities include:

- Act as lead coordinator and first point of contact in providing support to school customers and internal colleagues throughout all stages of the recruitment process.
- Develop positive working relationships with schools, governors, trustees, agencies and provide excellent customer service to enhance their experience.
- Manage the Recruitment Services shared inbox and telephone line, handling and responding to enquiries in a timely manner
- Work proactively with customers and candidates, providing support and resolving general queries.
- Support the Recruitment Manager in the development of the Teach in Herts website.
- Use social media platforms to source and attract candidates, promoting HfL's internal social media package.
- Attend recruitment events and assist with planning, researching and scheduling the team's participation in external events.
- Support the delivery of the HfL Recruitment Fair.
- Assist in creation of candidate packs for Leadership Recruitment projects.
- Track the progress of recruitment projects, monitoring progress against agreed deadlines and prompting customers and/or colleagues to carry out actions, if required.
- Be conversant with safer recruitment principles and employment law to ensure the service provided is fully compliant, and to have ownership of the revision and compliance of materials relating to the service.

- Contribute to monthly reporting and monitoring of management information relating to the Leadership Recruitment Service, Teach in Herts and HR Services.
- Contribute to monthly financial reporting and billing.
- Note taking and minute taking in informal and formal meetings both internally and with customers.
- Support the ongoing revision and hosting of content on the HR Portal
- Liaise effectively with the HR team and other internal colleagues to identify when additional support will be required.
- Team diary management and meeting and event coordination.
- Undertake administrative, research and project work to support and develop the work of the wider HR & Recruitment Services team as required.
- Other duties as reasonably required in the role.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary.

PERSON SPECIFICATION

Qualifications:

Essential

- A-Level education or equivalent experience.

Desirable

- A CIPD Qualification at level 3 or above, or equivalent experience, would be an advantage but is not essential

Knowledge:

Desirable

- Knowledge of the recruitment cycle and processes in any context
- Knowledge of the education sector
- Safer recruitment principles
- An understanding of HR systems and processes and the context of recruitment
- Use of social media as a sales and promotional tool
- Ability to generate or use analytic data to understand how customers engage with our products and services

Experience:

Essential

- Working with administrative procedures in a team and independently.
- Working in an internal and/or external customer facing role.
- Working effectively on numerous projects in a fast-paced environment.
- Proficient user of Microsoft Office Products (Word, Excel, PowerPoint) and other systems.

Desirable

- Social media advertising
- Working knowledge of Canva and InDesign would be a plus

Skills and abilities:

Essential

- Excellent communication skills.
- Ability to think and act pragmatically.
- Resourceful and able to work independently as well as part of a team.
- Able to deliver a positive and proactive customer experience on every occasion.
- Able to demonstrate a commercial mindset alongside a commitment to HFL's not-for-profit ethos.
- Well-organised with the ability to balance competing demands, prioritise appropriately, and successfully manage customer expectations.
- A growth mindset, always looking to improve how we operate.
- Able to analyse information, solve problems and make decisions, whilst knowing when to seek further advice and support.
- High levels of accuracy, attention to detail and time management.
- Resilience and a positive attitude to deliver in a busy environment.
- Strong commitment to HFL's purpose and values.
- Strong passion for delivering exceptional service.
- Able to work digitally and in person and across multiple environments including home, office and/or other locations

EQUAL OPPORTUNITIES

HFL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone

discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Anti-racist position statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

DISCLOSURE AND BARRING SERVICE

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview, you will receive more information.

HEALTH AND SAFETY

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

INTELLECTUAL PROPERTY RIGHTS

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

APPLICATION PROCESS

For an informal discussion regarding the role, please contact Lucy Makins on 01438 544468 or at lucy.makins@hfleducation.org, and provide your phone number so a mutually convenient time can be arranged to discuss the role.

To apply, email hfl.recruitment@hertsforlearning.co.uk with a detailed CV along with a cover letter detailing how you meet the criteria in the person specification above.

Please indicate on your cover letter if you are applying for the full year post, term time only post, or both.

As part of our move towards eradicating unconscious bias within the recruitment process, we will be anonymising your forms.

For recruitment queries, our Central Recruitment Team can also be contacted on the hfl.recruitment email address above.

To help HFL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HFL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

Closing Date: 27th November 2022 at 23:59

Shortlisting Date: 29th November 2022

Interview Date: 7th December 2022 via Microsoft teams

This job advert may close as soon as sufficient applications have been received. To make sure you don't miss out on this great opportunity, please submit your application as soon as you can.