



JOB TITLE:	Senior Resourcing Advisor		
GRADE:	G7	SERVICE AREA:	Organisational Development
JOB CODE:	RT500SEREG7		
REPORTS TO:	Inclusive Recruitment Lead	LOCATION:	Various sites
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> Occasional out of hours working will be required to meet deadlines and attend outreach and careers events. Travel will be required when attending outreach and careers events. There will be a requirement to work from different venues on occasion. This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. This post will require an Enhanced DBS check. Your designated place of work will be the Civic Centre. The council operates customer focused hybrid ways of working. This is subject to change and you may be required to work from other locations, short or long term. 		

At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:

- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- Embrace change and strive for improvement continuously;*
- Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- Challenge the status quo, enable and empower, act with integrity.*
- Together, they will deliver services that the people of Walsall will be proud of.*

1. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in

employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

2. Main purpose of the job role:

- To manage a small team of resourcing advisors.
- To support the Inclusive Recruitment Lead and ODBP (Inclusive Recruitment) in delivering the objectives for the team.
- To ensure the resourcing team provides highly professional service which meets customers' needs and aspirations, in accordance with Council values, policies, procedures and standards within available budgetary resources and audit requirements.
- To be responsible on a day-to-day basis for setting and reviewing the team's workload and performance to ensure Key Performance Indicators (KPI's) and Service Level Agreements (SLA's) are met as well as managing and motivating staff to ensure effective delivery of customer focused services are on time and within budget.
- To ensure the resourcing team is flexible in the deployment of staffing to ensure that key outreach and careers events are organised and staffed at schools, colleges, Universities, and other local events.
- Working with the Inclusive Recruitment Lead and ODBP (Inclusive Recruitment) to ensure that key processes/procedures are established, maintained, and developed to meet the needs of the service and ensure they are deployed consistently across the provision.
- To work closely with the Inclusive Recruitment Lead to identify process and service improvement opportunities and to implement and communicate changes within the team.
- To assist in the development of, and maintain, appropriate plans for teams (i.e., business continuity, Health, and Safety, including risk assessment).
- To work with the Lead trainer/coach to ensure that training and 1-2-1 sessions provided by the team meet the quality and consistency required.
- To have responsibility for adverts being compliant with legislative and Council protocols and overall responsibility for overseeing the uploading adverts to the Council's chosen media platforms.
- To support and be a key inputter into the continued development and use of the Oracle Recruitment Cloud.
- Any other duties commensurate with the grade, in consultation with the employee and in accordance with the provisions of relevant employment legislation.

3. Role specific duties and accountabilities:

Horizon Scanning

- To work with the Inclusive Recruitment Lead to continually review and develop business processes promoting the use of ICT systems, Oracle Recruitment Cloud, self-service tools, to support the delivery of the service.
- Innovation – To support the implementation of new technologies that aid in the promotion of self-service and the delivery of a fast and responsive Inclusive Recruitment service.

- To support service transformation and process improvements in the resources team.
- Support the Inclusive Recruitment Lead in delivering the Councils' OD Strategy and co-ordination of associated initiatives / deliverables and in collaboration with other OD/HR colleagues support the delivery of the Workforce Strategy and other key HR/EDI strategies.

Leading People

- To contribute towards the development of a coaching culture within the team, which is customer focused, high performing, committed to providing an exemplar, professional service which is dedicated to promoting the Council's core values.
- Inspire and motivate team members to deliver the highest possible standard of professional business support to frontline services whilst demonstrating the Council values.
- To engage and develop all staff in the team to ensure they have clear personal development plans.
- To support staff development, to improve skills and customer service skills to handle and give a high level of customer satisfaction.
- To communicate effectively with the team, other members of OD and the Business Support function and with customers to ensure the delivery of a highly effective and highly professional service.
- Adopt a collaborative approach by regularly conducting one-to-ones with individual team members and holding team meetings on an on-going basis.
- Oversee the professional development of staff within the team to increase both personal job satisfaction for individual team members but also increase the capability of the team to work effectively across a number of service areas across the Council.

Managing Resources

- To be responsible on a day-to-day basis for the distribution of work and ensuring appropriate staffing cover to meet service demands.
- To ensure continuity of service, covering flexi, annual leave and sickness while ensuring attendance at key events.
- To support the recruitment, selection, and induction arrangements of staff into the team and young people onto the different programmes offered by the service.
- To respond to any disciplinary and grievance matters which may arise.
- To promote and provide a safe working environment for all function team staff, whilst ensuring compliance with health and safety legislation and council procedures; this includes supporting the production of risk assessments and maintenance of appropriate registers and documentation for all team members within their designated team area.
- To ensure that appropriate financial control mechanisms are in place.
- To monitor financial transactions undertaken, ensuring they meet the Council's audit procedures and financial regulations.
- To conduct DSE assessments where referrals to Access to Work / Occupational Health are identified. Liaise with individuals and relevant Service Managers to implement recommended reasonable adjustments / adaptations.

Managing Performance

- Working with the Inclusive Recruitment Lead set team objectives and challenging targets for the team and individuals, monitoring and managing performance, procedures and practices.
- To be responsible for driving performance to successfully deliver a professional service to directorates.
- To investigate complaints, areas of poor quality and shortfall in performance and to facilitate an appropriate resolution to the problem.

- Ensure the relevant governance is in place to eliminate risks and satisfy GDPR.
- Provide timely and accurate internal reporting and meaningful analysis and trend analysis to articulate progress against identified objectives.

Managing Self

- To be the subject matter expert for your area of accountability; keeping abreast of any proposed legislative or regulatory changes which will impact on service delivery.
- To maintain personal and professional development to meet the changing demands of the job and participate in appropriate training/development activities including the council's performance, development, and review scheme.
- Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation. To comply with the council's equal opportunities and diversity policies ensuring anti discriminatory practice within the service area.
- Develop strong and effective working relationships with colleagues from across HR, OD and A&BS services, sharing knowledge and information to ensure the delivery of an excellent service to our customers.

4. Key Stakeholders and reporting lines

- Responsible to: Inclusive Recruitment Lead
- Responsible for: Resourcing Advisors

The content of this Job Description and Person Specification will be reviewed on a regular basis.



JOB TITLE: Senior Resourcing Advisor	GRADE: G7	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours:		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills:		
Ability to establish a strong culture of performance improvement throughout the team.	A	
Ability to quickly understand problems, articulate them and propose solutions.	I	3
Possess a thorough understanding of what constitutes best practice in terms of recruitment practice and recruitment advertising protocols.	I	3
Articulate and able to communicate effectively at all levels, both orally and in writing, including presentation skills. Effective and skilled presenter/trainer.	I	3
Ability to support the continued development of the OD Service and implement new procedures and processes in response to changes in policy, legislation, and new initiatives.	A/I	3
Ability to identify, and act on, the barriers that prevent effective service delivery to continuously improve performance.	A/I	3
Possess effective IT skills to enable the up loading of adverts to the Council's chosen media platforms and the use of the Council's chosen recruitment system.	A	
Ability to manage own time effectively and demonstrate resilience when competing priorities challenge them personally.	A	

Ability to set priorities, meet targets and continuously review the workload of the team.	A/I	3
Ability to work to strict timescales under pressure and motivate those supervised to do so too.	A	
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
Knowledge/Experience:		
Experience and working knowledge of recruitment including legislative requirements, along with knowledge of recruitment advertising options and attraction strategies.	A/I	3
Demonstrable experience of collating and analysing information, running data reports, and presenting findings to suit different audiences in a range of formats.	A/I	3
Experience of organising internal career events and attendance at external events to promote Walsall Council.	A/I	3
Experience of using process automation / digitisation techniques and technologies.	A/I	3
Experience of motivating, managing, leading a team with demonstrable experience of effectively managing staffing issues as they arise, such as sickness absence, performance, general welfare and disciplinary.	A/I	3
Experience of providing 1-2-1 support and careers advice to jobseekers or redeployees of all ages.	A/I	3
Knowledge and understanding of legislation and regulations which influence\impact on how services are provided by the Council.	A	
Sound knowledge of IT systems e.g. Microsoft Office packages, in particular Word and Excel and the ability to learn new systems quickly.	A/I	3
Evidence of continuous professional development.	A	
Qualification:		
Education to A-Level or equivalent level 3 qualification, or significant equivalent experience.	A/I	3
Hold Cert RP or other a relevant HR related qualification <u>or</u> demonstrate equivalent significant experience in a resourcing setting.	A/I	3
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	I	3
Awareness of, and commitment to, confidentiality and handling data	I	3
Willingness to work flexibly within a team that embraces change, maintains high performance, and strives for continuous improvements.	A/I	3
Ability to travel to various locations to attend outreach and careers events to widen participation.	A	
Must have Full UK driving licence	A	
Prepared by:	Jacky Matthews	Date: 17/05/24