Lambeth

Job Description and Person Specification

Recruitment Support Officer

A Lambeth to be proud of



Job Title: Recruitment Support Officer

Team: Employment Services

Division: Human Resources & Organisation Development

Business Unit: Resources

Grade: Scale 6

Reports to: Recruitment Manager

Responsible for: None

Context

The HR and Organisational Development function leads and enables organisational development, workforce strategy and change, delivering a strategic and digitally enabled people offer that advances equity and justice and supports the Council's priorities.

The function is structured across three interconnected areas:

- **HR Business Partnering and Employee Relations**
- **Employment Services**
- **Organisational Development and Inclusion**

These areas work together to provide an end-to-end people service, supporting organisational performance, workforce sustainability and consistent, high quality people management practice.

Job Purpose

To provide high quality, efficient and inclusive administrative and coordination support across the Council's recruitment function.

Working under the direction of the Recruitment Manager and alongside the Recruitment Officer, the role supports the delivery of recruitment activity from advert to appointment. This includes supporting safer recruitment, ensuring timely and accurate process administration, and providing professional customer service to candidates and hiring managers.

The postholder plays a key role in supporting the **redeployment process**, ensuring redeployees are accurately recorded, fairly considered for suitable alternative roles and receive timely, supportive communication.

The role contributes to a positive candidate and manager experience and helps embed consistent, inclusive and compliant recruitment practice across the organisation.

Key Areas of Responsibilities

Recruitment Delivery

- Coordinate end-to-end administrative recruitment processes, including advertising, shortlisting support, scheduling interviews and issuing documentation.
- Prepare and publish job adverts, ensuring accuracy and alignment with organisational standards.
- Process applications via the applicant tracking system, providing administrative support to hiring managers and the Recruitment Officer.

Candidate and Hiring Manager Experience

- Act as a first point of contact for recruitment queries, providing timely, professional and customer-focused responses.
- Support a positive candidate journey by ensuring clear, accurate and timely communication throughout the recruitment process.
- Provide practical guidance to managers on recruitment steps, timelines and documentation requirements.

Safer Recruitment and Compliance

- Support safer recruitment activity, including right to work checks, reference requests and DBS processing.
- Ensure all recruitment activity complies with employment legislation, data protection, safeguarding and equality requirements.
- Maintain accurate and complete recruitment records, audit trails and system entries.

Redeployment Support

- Maintain and update the redeployment register, ensuring accurate record-keeping of redeployees, skills, availability and status.
- Support the matching and tracking of redeployees to suitable alternative vacancies, escalating issues to the Recruitment Manager where appropriate.
- Communicate with redeployees sensitively, providing updates, arranging interviews and sharing outcomes in line with policy.
- Ensure redeployment processes are fair, consistent and compliant with organisational policy and employment legislation.

Inclusive Recruitment Practice

- Support inclusive recruitment approaches, ensuring recruitment documents and communications are accessible and reflect the Council's commitments to equity and justice.
- Ensure equality considerations are embedded in day-to-day administrative activity.

Recruitment Systems and Administration

- Maintain data accuracy in recruitment systems, applicant tracking platforms and digital records.
- Prepare correspondence, onboarding documents, interview packs and reports as required.
- Support data collection for recruitment metrics and reporting.

Training and Guidance Support

- Support the development and maintenance of recruitment-related guidance and tools for managers.
- Assist the Recruitment Manager and Recruitment Officer with training logistics when required.

Partnership Working

- Work collaboratively with Recruitment Officers, HR Business Partnering, Employee Relations, Employee Services and OD & Inclusion colleagues.
- Liaise with managers to support recruitment and redeployment activity aligned to workforce needs.

Continuous Improvement

- Contribute to the improvement of recruitment processes, systems and candidate experience.
- Provide feedback to support service development and process review.

Flexibility

The above is not an exhaustive list and the role holder may be required to undertake additional or alternative tasks and duties as the needs of the business dictate, provided they are within the individual's capabilities and skills set at an appropriate level.

Variation

This is a description of the job as required at the date shown. It is the practice of the Authority to periodically review job descriptions, update them and ensure that they relate to the job performed or incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Director of HR and Organisational Development reserves the right to make changes to the job description following consultation.

PERSON SPECIFICATION

It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.			**Shortlisting Criteria**
For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.			
Key Knowledge	K1	Knowledge of HR operational processes including employment administration, contractual changes and employee records	✓A
	K2	Knowledge of HR systems and workforce data management, including Oracle HCM or equivalent systems	
	K3	Understanding of establishment control, data accuracy and system governance	✓A
	K4	Knowledge of employment legislation, safeguarding requirements including DBS, and data protection in operational HR processes	
Relevant Experience	E1	Experience of delivering HR operational services and managing employee data within a large or complex organisation	✓A
	E2	Experience of using HR systems to maintain data, support system changes or testing and resolve system queries	
	E3	Experience of responding to and resolving HR operational queries and supporting managers with HR processes	✓A
	E4	Experience of supervising or guiding colleagues and supporting service delivery within a team environment	✓A
Core Values and Behaviours		**Equity** • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team	

		we take accountability for doing what we agree to do. • Develop others and ensure we work as **one team for Lambeth**, encouraging everyone to play their part • Take positive action to ensure **everyone** in my team has opportunities to **learn and grow** at work • Encourage everyone to **be themselves** at work and value who they are • I am inclusive and actively **celebrate diversity,** recognising everyone in my team as individuals.	
		Kindness • Treat each member of my team with **respect and dignity** just as I would want for myself. • **Encourage** each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.	
		Accountability • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way	

		• I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.	

		• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	