**Job Description**

**NHS Professionals Limited**

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| Job Title | Recruitment Consultant  |
| **Location** | Hemel Hempstead / Leeds / Homebased |

**Role:**

**Job Summary:**

The post holder is responsible for proactively sourcing matching and placing suitably qualified applicants within shifts and placements at client Trusts.

Providing an efficient, professional and customer focused recruitment and placement service to all new and current bank members and client Trusts. Managing the bank members allocated to its clients and those part of our wider network.

In addition to placement related activity the post holder will work collaboratively with the wider team and build productive working relationships with a range of internal and external stakeholders including colleagues, bank members and clients to deliver an outstanding service.

Ensuring best practice is always adopted and followed.

**Main Responsibilities**

* To ensure recruitment opportunities are managed and maximised by building strong business relationships with Trust, Clients Services & other stakeholders across the business, whilst continually looking to improve the service provided.
* Build strong talent pipelines by advertising and NHSP brand promotion – highlighting the benefits of joining Bank and specific opportunities at our Trusts.
* Proactively source suitably qualified candidates for shifts and placements at our Trusts.
* Carry out a detailed screening of applicants to ensure they have the relevant skills and experience to fulfil the requirements of our trusts and possess the relevant compliance evidence in order to join the Bank.
* Engaging and working closely with current Bank Members to understand their availability and preferences on areas of work with a view to placing them within suitable long-term placements at Trusts.
* Proactively offer skilled applicants to Trusts based on known prior demand.
* Provide a full professional recruitment and placement service to both Trusts, new applicants and current bank members.
* Support the Compliance Team with the engagement of new Bank Members to ensure they meet the required standards to join the bank. Providing advice on the required documents and to actively guide through the onboarding stage of the process.
* Ensuring applicants who join the bank are managed professionally, effectively, efficiently and in keeping with NHS Professionals employment and compliance requirements and any additional checks required for the specific client Trust placements.
* Undertaking ‘welcome calls’ & ‘end of first week calls’ with new starters and trust contacts to ensure a smooth journey is provided and maintained.
* Visiting Trusts as required to support with the provision of bank members and engagement with both internal and external stakeholders.
* Promoting the staff group specific recruitment team by attending external and client trust events, to support clients, existing bank members and attract potential new candidates to join Bank.
* Working towards achieving budgets and personal objectives by continually looking to improve the team’s KPIs, such as time to offer, time to fill, reutilisation of current bank members, speculative calls to Trust with details of applicants of interest, networking, sharing market information.
* Liaise with client trusts to confirm placement information or assist in the resolution of queries.
* Develop own skills and knowledge, ensuring full understanding of team interfaces/impacts within the department and organisation.
* Provide regular reporting to Team Managers on recruitment and placement activity.
* To demonstrate effective, and professional communication skills across all areas of the business, both with internal and external clients including department managers, onsite teams, and bank members.
* Ensure working relationships are established and maintained with internal stakeholders, candidates and client trusts.

**Accountabilities**

* Monitor flexible worker utilisation and Trust shift fulfilment to ensure the flexible workers and Trusts needs are met
* First fix resolution for customer queries, logging all queries accurately on the system and ensuring any that are passed on are to the correct department and well signposted
* Monitor flexible worker feedback ensuring it is consistently high and any areas of improvement are acknowledged and actively worked on as part of the local continuous improvement initiative
* Ensuring all flexible worker contact and enquiries are responded to quickly and effectively.
* Working closely with the compliance team to qualify and support workers through the compliance process
* Daily contact with on-site client-based teams to update on availability of workers and matching client requirements
* Identifying trends and client requirements for workers to support resourcing and marketing

**Note:**

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.

**PERSON SPECIFICATION**

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| **Job Title:**  | **Recruitment Officer - Doctors**  |
| **Criteria:**  | **ESSENTIAL** *When applying for this job it is important you fulfil all these essential* *requirements. If you do not you are unlikely to be interviewed*   | **HOW** **IDENTIFIED**     | **DESIRABLE** *When applying for this job it is desirable you fulfil these requirements. However, if you do not you may still apply and may be interviewed*  | **HOW** **IDENTIFIED**     |
| **Qualifications and** **Knowledge:**  | • Educated to GCSE level C or above in Math’s and English (or equivalent)  | A/C  | • REC qualified or equivalent level experience  | A / C  |
| **Experience:**  | * Previous experience of working in a demanding customer focused and/or sales environment
* Proficient with use of

Microsoft Office Applications including excel, word, PowerPoint, and database applications. * Experience of dealing with high volume internal and external “customer” enquiries over the telephone, in writing and face-to-face.

 | A/I/T  | * Experience of working in the NHS
* Experience of advising and supporting managers with recruitment processes.
* Previous experience of working within a temporary staffing or recruitment environment
* Experience in outbound

pro-active calling environment.  | A/I  |
| **Communication n and People** **Skills:**  | * Excellent verbal and written communication skills
* Excellent telephone manner to communicate with a broad range of people.
* Ability to establish and maintain good working relationships within a busy team as well as internal and external stakeholders.
 |  A/I       |   |   |
| **Organisational Skills:**  | * Demonstrable customer care experience
* Ability to prioritize within own workload appropriately with ability to approach work in a methodical manner and to deadlines.

  | A/I  |   |   |
|  |   |  |  |  |  |
| **Specialist Knowledge/** **Skills:**  | • • • • • •  | Excellent verbal presentation and written communication skills. Negotiating and influencing skills Conveys a credible and highly professional image. Customer relationship skills Punctual, reliable, calm and self-motivating Able to plan workload effectively.  |  | A/I  |   |   |
| **Physical Skills:**  | •  | Must be able to pass preemployment assessments and undertake desk Workability to travel either by car or other means to attend meetings at NHSP or Client Sites as required  |  | P  |   |   |
| **Equality:**  | •  | Candidates should indicate an acceptance of and commitment to the principles underlying NHS Professionals Equality and Diversity and Health and Safety Policies.  |  | I  |   |   |

Key: A = Application Form C = Certificate I = Interview P = Pre-employment health screening R = References T = Tests/presentation