



## Job Description NHS Professionals Limited

<b>Job Title:</b>	Trust Recruitment Coordinator
<b>Band:</b>	4
<b>Location:</b>	Trust Based
<b>Responsible To:</b>	Client Relationship Manager
<b>Accountable To:</b>	Regional Lead / Head of Client Relations

### 1. Job Summary:

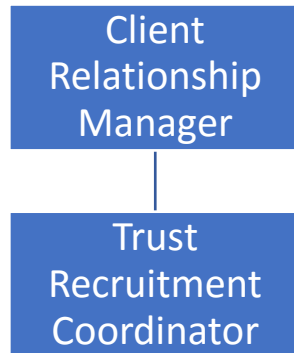
This is a key recruitment role within the organisation with responsibility for delivering a high level of service to each client NHS Trust ('Trust').

### 2. Key objectives of the role include:

- Based at one of our client Trusts, deliver and support all aspects of flexible worker ('FW') registration and validation activity based on Trust demand, including applicant engagement, screening, interviewing and document scanning.
- Perform the role of subject matter expert in all matters relating to FW registration and validation activities, including cross-functional linkages, processes and systems.
- Work on face to face assessment and registration processes, ensuring service delivery to required timescales, KPIs and quality standards.
- Represent NHS Professionals ('NHSP') to Trusts and NHSP FWs across a range of operational, quality and complaints management processes.
- Identify and progress service development opportunities as they arise through FW and Trust contact and knowledge of their requirements, seeking opportunities to increase shift fill.
- Act in both FWs' and Trusts' interests when dealing with internal NHSP departments to ensure quality and value of service, maintaining professional relationships throughout.
- Act in such a way as to uphold and enhance good standards and the reputation of NHSP.



### 3. Organisational Position (Illustrative)



### 4. Key Tasks:

- Determine that applicants meet requirements by studying job descriptions and applications against demand.
- Contribute to all aspects of delivering successful interview and assessment centres.
- Where required attend key recruitment events including university and career fairs promoting NHSP, particularly flexible employment options.
- Undertake and develop attraction, validation and registration activities in order to maintain and continually develop a pipeline of applicants.
- Organise and attend interview and assessment centres as required by pipeline and Trust demand.
- Be passionate about customer satisfaction and lead by example focusing on operational and commercial excellence whilst being able to recognise and drive forward a service development opportunity
- Ensure the management of maintaining detailed records and databases to continuously evaluate and improve the ongoing recruitment
- Ensure all policies and procedures are adhered to according to company guidelines
- Ensure a high level of service is delivered to FWs and partner Trusts – working at the frontline developing credibility in service provision through key working relationships.

### 5. Operational Responsibilities:

- Based at one of our client Trusts, deliver and support all aspects of flexible worker ('FW') registration and validation activity based on Trust demand.
- Perform the role of subject matter expert in all matters relating to FW registration and validation activities, including cross-functional linkages, processes and systems.
- Identify most efficient recruitment stream and ensure activities are focussed to maximise their potential.
- Deliver activities to attract, register and validate FWs to meet Trust demand and improve Trust relationships, including engaging with, screening and interviewing applicants and successfully processing their applications in a timely and fully compliant manner.



- Deliver regional recruitment activities including: ensuring that Trust FW registration requirements are met in line with Trust strategic needs; communicate these to all relevant stakeholders.
- Gather information at a local level regarding relevant workforce issues feeding back to Client Relations Manager to ensure effective workforce planning.
- Gain full knowledge of all services offered and identifies opportunities to introduce additional services to Trusts.
- Ensure all systems and processes are used in line with business objectives whilst maintaining accurate records in line with NHSP policies and processes

## **6. Communications:**

- Utilise reports, data analysis and interpretation of information and present as required for service delivery
- Communicate and engage at all levels internally and externally across the region to develop business opportunities
- Maintain accurate records of meetings, minutes, presentations in line with NHSP policies and processes
- Understand the vision and strategy of NHSP and ensure it is communicated, understood and owned by staff within the team.

## **7. Key Values:**

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

- **Equality and Diversity**  
To act in accordance with NHS Professional's Equality and Diversity Policy, this is designed to prevent discrimination of any kind.
- **Health and Safety**  
Ensure that all duties are carried out in line with NHS Professional's Health and Safety Policy.
- **Corporate Image**  
Adopt a professional image at all times.
- **Risk Management**  
Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)  
Responsibility for attending health and safety training as required.  
Responsibility for assisting with risk assessments.
- **Scheme of Delegation**  
To comply the Scheme of Delegation this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.



**8. Note:**

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

**9. Acceptance:**

I agree to undertake the duties of the job in accordance with the above

Signed: ..... (Job Holder)

Name: ..... (Print)

Date: .....

Signed: ..... (Line Manager)

Name: ..... (Print)

Date: .....



**NHS Professional Limited  
PERSON SPECIFICATION**

<b>Job Title:</b>  Trust Recruitment Coordinator	<b>Objectives of the Post:</b> <ul style="list-style-type: none"> <li>• Deliver FW attraction, registration and validation activity for your client Trust</li> <li>• Contribute to Trust satisfaction results</li> <li>• Operate alongside a regional and Watford based team</li> </ul>		
<b>CRITERIA:</b>	<b>ESSENTIAL</b>  <i>(When applying for this job it is important you fulfil all these essential requirements. If you do not you are unlikely to be interviewed)</i>	<b>DESIRABLE</b>  <i>(When applying for this job it is desirable you fulfill these requirements. However, if you do not you may still apply and may be interviewed)</i>	<b>HOW IDENTIFIED</b>  A / C / I / P / R / T
<b>Qualifications &amp; Knowledge:</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level or equivalent, including grades A to C in English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ in business or customer service</li> </ul>	A
<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Demonstrable work experience in a service-driven, process-based business environment.</li> <li>• Experience of training, coaching and motivating staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of volume recruitment or HR in a healthcare environment.</li> </ul>	A, I
<b>Communication &amp; People Skills:</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal communication skills including good written and oral English.</li> <li>• Ability to build effective working relationships with internal and external stakeholders across a wide range of professional and managerial groups.</li> <li>• Ability to negotiate with all stakeholders with tact and discretion.</li> <li>• Strong influencing/assertiveness skills</li> <li>• Proven ability to lead by example.</li> <li>• Ability to appraise, motivate and develop team members to improve performance.</li> </ul>		A, I, T  A, I  A, I  A, I  A, I  A, I
<b>Organisational Skills:</b>	<ul style="list-style-type: none"> <li>• Strong time management and resource planning skills and ability to work to priorities and deadlines.</li> </ul>		P A, I, P A, I, P A, I
<b>Specialist Knowledge/ Skills:</b>	<ul style="list-style-type: none"> <li>• Commitment to continuous improvement for people, processes, procedures and systems.</li> <li>• Good typing and keyboard skills.</li> <li>• Comprehensive working knowledge of Microsoft packages including Word, Excel and Outlook and of business databases.</li> </ul>		



<b>Physical Skills:</b>	<ul style="list-style-type: none"> <li>• Able to pass pre-employment assessments</li> <li>• Ability to work flexibly with occasional travel</li> <li>• Ability to undertake desk work</li> <li>• Must have access to a vehicle and hold a full driving license or be able to travel by alternative means.</li> </ul>		P A, I, P A, I, P A, I
<b>Equality:</b>	<ul style="list-style-type: none"> <li>• Candidates should indicate an acceptance of and commitment to the principles underlying NHS Professional's Equality and Diversity and Health and Safety Policies.</li> </ul>		I

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

**VERSION HISTORY**

Version	Date Issued	Brief Summary of Change	Owner's Name
0.1	28/04/2016	First draft	Kamran Khan
0.2	October 2018	Reporting Line Revision 7 template format	Marion Gilheany