

Job Description

Position:

Recruitment Administrator

Responsible to:

Head of HR

Job Purpose

To provide a first point of contact to callers and visitors to the Company's Head Office, in a polite and professional manner. The efficient handling of communications and information systems and to provide typing/administrative support. Being responsible for the retrieval, distribution and collation of both incoming and outgoing post and assisting with the recruitment process for new starters.

Key Tasks - Reception

- To answer all telephone calls promptly, in a polite, professional manner.
- To transfer calls quickly and appropriately.
- To take accurate messages and distribute in a timely manner.
- To deal with a variety of enquiries/queries in a timely and professional manner, either face to face or over the telephone.
- To greet all visitors to the office in a polite and professional manner.
- To inform staff of visitor arrivals as quickly as possible.
- To ensure visitors are aware of Health & Safety / Fire Procedures and are signed in or out of the attendance register on entering and leaving the building.
- Accurate, efficient retrieval of information from database / excel systems to assist with queries (such as DBS Tracker, Vehicle Documents, Recruitment Updates)
- To take delivery/collect incoming post and sort and distribute appropriately in a timely manner, on a daily basis.
- To collate, stamp and sort outgoing post and courier items and take to the Post Office as and when required, ensuring urgent runs are made if necessary.

Key Tasks - Administration

- Accurate, efficient, timely entry into databases/information systems, including H&S Tracker, DBS Tracker, Vehicle Documents, Recruitment Tracker and other internal data sources.
- Maintain centralised documentation such as telephone list, Unit addresses etc.
- General photocopying, creating and laminating of forms, ID Badges, documents and maintaining stocks of any pro-forma's/interview packs at all times, distributing where necessary.
- Ensuring Finance are made aware of any invoices such as stationary, H&S tests/visits, etc.
- Checking delivery notes and forwarding centralised stationery items to appropriate recipient as required.
- To maintain records and filing systems in accordance with Company procedures including scanning to the cloud.
- To ensure effective maintenance of equipment held in the head office and respond to equipment failures in accordance with Company procedures.
- To assist with the production of HR email communication/letters and documents when asked to do so.
- To arrange and co-ordinate assessment days, follow up interviews and inductions for new starters and existing staff including liaison with the Registered Managers.
- To maintain diary systems as appropriate, including ensuring any meetings/interviews are available in the HR Calendar and not overbooked.
- Organise and prioritise own workload.
- To carry out small ad hoc administrative projects as required.
- To monitor stationery/supply levels and order stationery to ensure stocks of stationery including letterheads, compliments slips

etc are always in stock to aid the smooth running of head office.

- To ensure office supplies such as tea, coffee, milk etc are maintained at all times.
- To set up meeting rooms for external interviews, meetings if required, and ensure refreshments are available, and rooms are left clean and tidy, as required.
- To ensure kitchen facilities are kept clean and tidy at all times.
- To carry out fire alarm testing on a weekly basis and security sweeps of the building daily.
- Completing monthly Health and Safety Checks
- Ensuring Health and Safety checks with external parties are arranged to prevent these expiring and that the relevant documentation is obtained and stored in the H&S Folder and logged on the H&S Tracker.
- To obtain, review, and update staff vehicle documents to ensure they are compliant on file, including scanning these to the cloud.
- Chasing employee attendance at training sessions and sending out training invites in the absence of the HR, Recruitment & Training Coordinator.
- Carrying out vehicle checks of company cars, including completing paperwork and signing the vehicle in/out of Head Office, as and when required.
- To participate fully in the supervision and appraisal process.

Key Tasks - Recruitment

- Processing DBS's for existing/new starters either at point of offer or prior to the expiry of a current DBS to ensure this does not go out of date.
- Ensuring that all Crystal Care staff are registered for the update service and for those who are not chasing them to ensure they register when a DBS is processed.
- Completing referencing for new starters including checking dates, verbal verification and ensuring Registered Manager sign off when they are in the office.
- To ensure that Overseas Checks are completed/obtained for new starters where applicable, including liaising with APCS where appropriate.
- Taking copies of all relevant paperwork (certificates, right to work documents, ID) for candidates who attend for interview
- To provide Registered Managers/Service Managers with updates on Recruitment as and when required.

Compliance

- To adhere to the health and safety policy, taking responsibility for ensuring a safe working environment.
- To adhere to policies and principles of anti-discriminatory practice in all aspects of the work.
- To respect diversity ensuring that all staff, visitors, callers and clients are treated with respect and dignity at all times.