

Job Description Resourcing Officer

Grade	Staffordshire County Council Grade 8
Hours	37 hours per week, working from home and offices in JQ. There is a requirement to travel across the West Midlands in this role.
Responsible to	Resourcing Service Delivery Manager

Key Accountabilities

To provide specialist professional, expert and effective delivery of one or more products or services to clients, with daily contact with customers.

Resourcing and Talent Acquisition including:

- WMJobs jobs board and candidate attraction services
- Executive resourcing services
- Assessment and psychometrics
- Digital Recruitment Solutions and associated processes
- To deliver annual objectives relating to service improvement and growth, as agreed by Service Delivery Manager.
- To lead and negotiate product and service sales with clients and advise on best value-offer.
- Manage the delivery of the Executive Recruitment process ensuring the service is performed to a high standard.
- Support in the delivery of procuring new Resourcing Services including contributing to tender development, evaluation, and interviews
- Monitoring and reporting on the delivery and performance of the Resourcing Service,
- Oversee the design and development of campaign microsites, including the development and use of imagery and content using advanced design templates to meet both internal WME and individual customer requirements are met.
- To advise on policy and service processes to ensure appropriate service delivery and compliance with legal requirements.
- To lead and deliver bespoke projects commissioned by external partners or through the workforce priorities fund

- To effectively communicate and promote the service across the WME membership and to other public sector organisations
- To develop and contribute to the delivery of training where required, on systems, practices or processes.
- To gather and analyse information and data from multiple sources, writing reports as directed by Senior Consultants.
- Support the Service Deliver Manager and Senior Consultants in the organisation and delivery of the Resourcing Network
- To work across the WME team to ensure services are joined-up and delivered in line with consistent procedures and practices.
- To negotiate and broker work with membership organisations and associate consultants, including leading on writing tender submissions and proposals
- To support the delivery and attendance at events including jobs fairs and projects as required, specifically delivery of assessment centres for Executive Recruitment campaigns on site with clients.
- To maintain and develop detailed systems knowledge with an ability to provide advice and support on this to clients.
- Take the lead with service providers in matters of support, maintenance and incident management
- Support in the delivery of service integrations between Resourcing systems and our that of our clients
- Fulfil the role Resourcing Officer lead in relation to the operational delivery of resourcing services including the development and growth of the service ensuring it meets the needs of regional clients
- Provision of advice and guidance to employees and clients on the service area, using professional expertise.
- Develop, maintain and update own knowledge and skills base on the latest Resourcing market trends and digital solutions to ensure an advanced knowledge is maintained so new innovative tools and solutions are introduced across the region.
- To role model the WME values in all areas of work.
- Deliver service desk support responding to complex queries quickly and efficiently.
- Engaging with membership organisations on behalf of the Chief Executive/Management Board and representing WME.

Person Specification
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Qualifications / Professional Membership

- English and Maths – Grade C
- The postholder must hold a relevant professional qualification relating to the service area or be willing to work towards - HR/CIPD or equivalent

Knowledge & Experience

- Evidence of providing a direct customer facing service to a high standard
- Evidence of providing support and advice in Resourcing and Talent Acquisition; including
 - WMJobs jobs board and candidate attraction services
 - Executive resourcing services
 - Assessment and psychometrics
 - Recruitment System and associated processes
- Experience of administrative procedures and practices, for example, Diary/course/event management, database maintenance, report writing, data input, collation and presentation using graphs, website updating, producing promotional material.
- Knowledge and experience of working constructively with partners and other agencies in a busy, complex and customer focused environment.
- IT systems
 - Demonstrate an excellent knowledge of data protection and related legislation
 - Accurate and competent keyboard skills
 - Demonstrate a commitment to further training and development commensurate with the grade
- Experience of working under pressure and meeting tight deadlines

Skills

- Excellent communication skills both verbal and written across all levels, including the ability to produce reports, plans and present complex information to a variety of audiences.
- Excellent internal consulting skills to support stakeholders in exploring issues and identifying approaches and solution.
- Evidence of being able to foster a collaborative team working environment and a strong service culture that ensures delivery of efficient, effective, quality driven service to internal stakeholders.
- Ability to partner with key stakeholders, owning and building strong, influencing relationships internally and externally, senior stakeholder engagement and management.
- Ability to travel across the West Midlands region with supporting materials to client sites and events including jobs fairs, campaigns, assessment centres and projects.

Desirable

Functional skills in one more or more area:

- Hay and/or NJC job evaluation trained
- Executive coaching
- Trained in delivery of 360 feedback
- Mediation
- Delivery of training in a specialist area
- Delivery of psychometric feedback