**HR & Recruitment Officer Job Description**

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| **Job Title:** | HR and Recruitment Administrator |
| **Department:** | Elite Specialist Care Services |
| **Location:** | Harrow Carers Centre |
| **Reports To:** | Homecare Services Manager |
| **Reporting Relationships:** | Workforce recruitment functions, collaboration with cross functional teams within Elite and Harrow Carers |
| **Staff Responsibilities:** | Elite Care Support Workers |
| **Hours of Work:**  **Salary:** | 35 hours per week  £25,000 p/a |
| **Summary of Position:** | Responsible to the Homecare Service Manager for the recruitment of care support workers and to assist with the overall compliance and effectiveness of Elite Homecare and HR process. |

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| **Main Responsibilities** |
| ***Purpose of the Role:***   * Assist the Homecare Services Manager, with the smooth running of the homecare service recruitment process in conjunction with current employment legislation, Home Office skilled worker recruitment compliance and CQC regulations. * Assist with and be responsible for the development of HR recruitment strategies with and under guidance from the Homecare Services Manager. * Develop and review job descriptions and person specifications supervised by Service Manager. * To recruit at least 5 to 10 new full time / part time Care Support Workers every quarter. * Produce monthly reports highlighting trends. * To be responsible for recruitment campaigns and advertising. * Checking and reviewing application forms, CVs, shortlisting, interviewing and selecting candidates under the guidance of the Services Manager. * Sending out, following up and obtaining valid reference for applicants / prospective employees. * Processing DBS applications and raise noted issues with the Services Manager where these arise for new and existing staff. * Deliver training and initial inductions for all new starters. * Complete the necessary on-boarding / induction process with new applicants. * Allocate and arrange training for newly recruited Care Support Workers. * Liaise with the Care Coordinator / Deputy Manager and organise shadowing for all new applicants and complete the necessary documentation for on-boarding ensuring shadowing reports are filed. * Ensure that all Care Support Workers’ files are prepared and kept up to date and are in systematic layout for quick access and audit. * To carry out regular audit of staff files and documentation including the right to work in the UK and current proof of address as set out by regulation. * Using the company monitoring system (CarePlanner) to update and maintain staff and client records. * Arrange regular training refreshers for existing Care Support Workers in accordance with regulation and organisation policy. * Regularly organise yearly performance reviews, maintaining records and updating information to staff training and development plans and progress with the Care Coordinator / Deputy Manager. * Liaise with the Care Co-ordinator / Deputy Manager to order relevant equipment for Care Support Workers. * Issue ID badges, PPIs and all necessary equipment to new Care Support Workers. * Liaise with the Care Co-ordinator/Deputy manager to ensure that new Care Support Workers receive and know how to use allocated mobile phones. * Represent Elite Specialist Care at job fairs to assist with ongoing recruitment needs. * Attend HR related forums when and where necessary under the direction of the Services Manager. * Answer general phone calls and respond to emails and enquiries. * Assist the Services Manager with other duties within the homecare service as directed. This will be inclusive of but not limited to: Call monitoring and assisting with staff payroll and absence operations. |

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|  | Essential | Desirable |
| **Experience** | Demonstrable experience and ability to deliver HR recruitment solutions across a broad range of disciplines including recruitment and retention, attendance management, performance reviews, discipline, grievance, investigations, training and induction. | Relevant HR experience in aforementioned disciplines within the Social Care industry. |
| **Knowledge, Skills and competences** | Strong knowledge of employment law  Working knowledge and experience in;   * Recruitment, selection and retention * Ability to manage and maintain confidentiality in line with GDPR requirements * Call monitoring * Redundancy process * Discipline, grievance and investigation procedures * Required HR policy and procedure * Updating and maintaining contracts * Training process and review * Working knowledge and experience of Microsoft Office suite | Experience in assisting an organisation to attain an Excellent CQC rating. |
| **Disposition** | Strong ability to build and maintain effective  working relationships at all levels internally  and externally  Excellent analytical and problem solving skills  Persuasive and Articulate – able to influence others with ideas, opinions and solutions  Project Management Skills – ability to manage  varying tasks and see through to completion  Able to plan and deliver induction training  Partnership approach to HR solutions where required with line manager  and Senior Management Team  Strong work ethic  Ability to work in a team  Problem solving skills  Honest  Excellent communicator  Ability to raise issues and ask for help when required |  |