

JOB DESCRIPTION	
Job title:	Recruitment Partner
Team/Department:	People & Culture
Location:	Ashford/Norwich
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Recruitment Manager
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	June 2024
<p>JOB PURPOSE</p> <p>Our clinical and non-clinical colleagues are critical to our ability to run a safe service for patients. Attracting and retaining talented people is key for us as we compete in a challenging labour market.</p> <p>The post holder will play a key role in ensuring we attract the best talent, provide an excellent candidate experience and support hiring managers to recruit the right people at the right time in line with business objectives and safer recruitment principles.</p> <p>The post holder will be part of a dedicated centralised recruitment function supporting the organisations recruitment strategy. The post holder will ensure job adverts are captivating and will utilise social media to showcase the organisations culture. The post holder will innovate, collaborate, and have a people centred approach to recruitment. Ensuring the candidate journey is a positive one.</p>	
<p>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</p> <p>Attraction</p> <ul style="list-style-type: none"> • Working with managers to develop captivating and inclusive job advertisements that showcase our culture and opportunities. • In collaboration with managers and the People Partnering team, craft engaging and informative job descriptions that fit the business need. • Evaluate time-to-hire and implement strategies to reduce and enhance the efficiency of the recruitment process. • Proactively identify bottlenecks and implement solutions to progress applications and enhance the candidate journey. • Utilising technology, social media, AI, and systems to identify potential candidates. • Use advanced sourcing techniques and build talent pipelines. 	

- Maintain strong relationships and networks to anticipate future hiring needs.

Applicant Tracking System (ATS)

- Proficiently use our Applicant Tracking System (ATS) to manage candidate data, applications, and the recruitment workflow.
- Responsible for ensuring candidates are communicated with at every stage of the process via the Applicant Tracking System and this information is accurately recorded.

Candidate Evaluation and Selection

- Source, screen and sift applications. Collaborate with hiring managers to review applications and advise on shortlisting criteria.
- Support in the creation of a bank of interview questions and coach managers in selecting the right set of question for the role.
- Develop a values-based interview process that selects talent that aligns with our organisational values.
- Champion diversity and inclusion. Work on the attraction of candidates that is diverse and create an inclusive hiring process.

Employer Branding

- Contribute and role model employer branding, communicating our organisations values and commitment to colleague development and growth.
- Promote vacancies across social media networks ensuring the message is always on brand and in line with our Employer Value Proposition.
- Embrace social media to drive candidate generation and referrals through personal and other networks.

Candidate Experience

- Responsible for ensuring all candidates are communicated with and work with managers to ensure a seamless candidate journey from application to onboarding.
- Inform candidates of the recruitment and selection process and ensure a smooth handover to manager and onboarding.
- Collaborate with managers and provide candidates for shortlisting and interviewing.
- Support managers with interviewing booking and keeping up to date with the progress of interviews, offers and update ATS in good time.

Recruitment Workshops, Policy, and Compliance

- Provide expert recruitment advice to Managers and stakeholders.
- Develop and lead recruitment workshops to support Managers with interviewing, selection, and pre-employment engagement.

- Partner with Managers and the Partnering Team to analyse exit data, with a focus of recruitment and retention.
- Organise open days and jobs fair attendance that are engaging and attract candidates.
- Review recruitment policy and guidance to ensure it is up to date with current employment law, immigration law, NHS Employment Standards, and CQC regulations.
- Identify areas where we can improve and streamline the recruitment process.

Key Relationships

- Build strong relationships with all hiring managers and empower them to make decisions on recruitment and selection.
- Partner with the Training Team and Workforce Planning to identify upcoming courses, rota gaps that need to be filled, to ensure candidates are recruited to support operational performance.
- Work with the People Partnering team to understand reasons with retention, turnover and use feedback to develop adverts and communications.

Recruitment Metrics and Analytics

- Ensure all data on ATS is accurate and up to date.
- Collect and analyse time-to-hire, dropout rates and reasons.
- Present data in a meaningful way that supports Managers to make more informed decisions.
- Support the Head of Recruitment with data that can be used for the organisations recruitment strategy and that supports the objectives of the business.

The above list is not exclusive or exhaustive and the post holder will be required to work as one team with multiple departments to undertake such tasks as may reasonably be expected with the scope of the post.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the

demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications and training	<p>Educated to degree level or equivalent experience</p> <p>Evidence of continuing professional development</p> <p>Up to date knowledge of UK employment legislation</p>	CIPD or REC qualification	<p>Application</p> <p>Interview</p>
Experience	<p>Experience in a similar role gained ideally from an agency or in-house background</p> <p>Expert, recruitment knowledge and understanding of the Healthcare sector</p>	<p>Completed Safer Recruitment Training</p> <p>Recruitment marketing experience</p>	<p>Application</p> <p>Interview</p> <p>Certificates</p>
Practical skills	<p>Experience of using an Applicant Tracking System</p> <p>Expert knowledge of direct sourcing</p> <p>Extensive interviewing experience</p> <p>Experience of developing sourcing and attraction plans</p>		<p>Application</p> <p>Interview</p>
General	<p>Tenacious, self-motivated, and driven individual</p> <p>Embraces social media to drive candidate generation and referrals through personal and other networks.</p> <p>Professional social media presence and willingness to become a brand ambassador</p>		<p>Application</p> <p>Interview</p>

Requirements	Essential	Desirable	How identified
	<p>Advocates for diversity & inclusion</p> <p>Strong communicator with the ability to engage and build relationships at all levels</p> <p>Shares IC24 Values – Care, Innovation, Excellence</p> <p>Willingness to embrace continuous improvement and quality improvement principles</p> <p>Excellent written and verbal communication skills</p> <p>Excellent organisation and prioritisation skills</p> <p>Professional attitude</p>		