

JOB DESCRIPTION	
Job title:	Onboarding Co-ordinator
Team/Department:	Recruitment Team/People & Culture
Location:	Ashford, Ipswich or Norwich - Hybrid
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Head of Recruitment
Job titles reporting to the post holder:	None applicable
Date the role profile was revised:	September 2024
<p>JOB PURPOSE</p> <p>The Onboarding Coordinator will play a key role in supporting a busy recruitment function and helping to ensure we provide the best possible recruitment and onboarding experience to our candidates and hiring managers.</p> <p>The Onboarding Coordinator is responsible for managing the entire onboarding process for new hires, ensuring a smooth and efficient transition into the organisation. This role involves conducting all pre-employment checks, including background checks, reference checks, and right-to-work verification, as well as coordinating with various departments to ensure all onboarding materials and information are ready for the new hire's first day.</p>	
<p>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</p> <ul style="list-style-type: none"> • Monitoring the onboarding inbox and responding to queries. • Providing advice and assistance to Hiring Managers on the use of the applicant tracking system. • Manage the end-to-end onboarding process for new hires, from verbal offer acceptance to first day of employment. • Being the central contact for all candidate queries. • Conducting regular 'keep warm' calls. • Ensuring all interview paperwork is fully completed and stored as per policy and guidelines. • Conducting ID and DBS checks for all successful candidates according to policy and guidelines. • Creating both clinical and non-clinical contracts as required to send to successful candidates. • Communicate with new hires to provide them with information about the onboarding process, company policies, benefits, and other relevant details. • Maintain accurate and up-to-date onboarding records and documentation. 	

- Track key metrics such as time to hire, source per hire, and monitoring drop-out rates, providing regular reports to management.
- Identify opportunities to improve the onboarding process and implement best practices to enhance the candidate experience.
- Ensure compliance with all relevant employment laws and regulations.
- Proactively work with the People Hub, IT, and Resource Planning teams to ensure they have all new starter information within agreed timeframes.
- Update and create appropriate employee records on our People systems.
- Assist with open days and recruitment events including tours of the contact centres as required.
- Assisting in an administration and coordination capacity where required for ad hoc projects.
- Compiling ad hoc data reports as required.

The above list is not exclusive or exhaustive and the post holder will be required 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	Good standard of general education		Application Interview
Experience	<p>Previous administrative experience in a similar role</p> <p>IT literate with a working knowledge of Microsoft Word, Excel, Internet and e-mail applications</p>	<p>Previous experience of using an Applicant Tracking System</p> <p>Previous experience using CIPHR</p>	Application Interview
General	<p>Excellent organisation and prioritisation skills</p> <p>Ability to work under pressure</p> <p>Excellent written and verbal communication skills</p> <p>Demonstrate ability and willingness to learn new systems</p> <p>Professional and shares IC24 Values Care, Innovation and Excellence</p> <p>Polite and professional telephone manner</p> <p>Excellent attention to detail</p> <p>Advocates for diversity & inclusion</p> <p>A customer-centric approach with a focus on delivering an excellent candidate experience</p> <p>Problem-solving skills and the ability to think critically to address onboarding challenges</p>		Application Interview

Requirements	Essential	Desirable	How identified
	<p>Strong multitasking abilities and the capacity to work in a fast-paced environment</p> <p>Ability to maintain confidentiality and handle sensitive information with discretion</p> <p>Willingness to embrace continuous improvement and quality improvement principles</p>		