

Recruitment Officer (Appointment Team)

Office of Human Resources, Cabinet Office

What will you do?

- Contribute to the efficient and effective operation of the Recruitment Team in the Office of Human Resources
- Produce offer letters, contracts and confirmation of start dates that are highly accurate, balancing your quantity and quality of output
- Provide friendly and helpful support for candidates and Hiring Managers during the pre-employment checks process to ensure timely appointments and a fantastic onboarding experience for new starters
- Proactively manage your own workload, prioritising work to ensure new starters are processed in line with Payroll deadlines, as well as proactively chasing up candidates and issuing offers/confirmations of employment

What does that involve?

Working as part of our large and friendly Recruitment Team, you will process recruitment administration for Departments/Boards/Offices across the Isle of Man Public Service with a particular focus on offering and onboarding new starters.

On a day-to-day basis, your duties and accountabilities are to:

- **Be responsible** for recruitment administration process once a candidate has been verbally offered. This includes sending references, preparing and sending offer letters and contracts, and liaising with work permits/immigration
- **Monitor** the progress of applicants under offer and pro-actively chasing outstanding paperwork
- **Provide** hiring managers with updates on their successful candidates during the recruitment stage, effectively managing their expectations and appropriately challenging where necessary
- **Process** work accurately and efficiently to meet our Service Level Agreements with Departments/Boards/Offices and time to hire targets
- **Deal** with frequent enquiries in person, over phone, via email or letter
- **Assist** with queries in our public reception and accurately scanning and processing any incoming pre-employment checks
- **Send** confirmation of appointment emails when pre-employment checks complete
- **Occasionally act** as an independent panel member for shortlisting and interviews for roles
- **Ensure** that you work accurately and within data protection guidelines, policies and frameworks
- **Support** other members of the team as required
- **Have a commitment** to self-development and be open to change and new ways of working
- **Carry out** any other required duties as described by the Recruitment Management Team.

Working together for the Isle of Man

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
5 GCSE's at Grade C or above including English Language or equivalent	Desirable	CV
Experience of working within a HR/recruitment environment	Desirable	CV/Interview
Experience of working in a customer service related role	Essential	CV/Interview
Experience of working within an office environment	Desirable	CV/Interview
Has open conversations	Essential	Interview
Addresses the issues and confidence to challenge	Essential	Interview
Builds supportive relationships	Essential	Interview
Is professional and credible	Essential	Interview
Capability		
Great IT skills including using Microsoft Office	Essential	CV/Interview
Ability to learn, use and switch between various online systems efficiently at the same time	Essential	Interview
Excellent organisational skills	Essential	CV/Interview
Demonstrate excellent interpersonal and communication skills	Essential	Interview
Ability to work to a high degree of accuracy and attention to detail	Essential	CV/Interview
Strong time management with ability to set and reassess priorities	Essential	Interview
Ability to assimilate and retain new information quickly	Essential	Interview
Future focused	Essential	Interview
Makes considered decisions	Essential	Interview
Encourages innovation and supports change	Essential	Interview
Character		
Self-motivated and confidence to work with initiative taking appropriate, controlled risk	Essential	CV/Interview
Ability to foster good working relationships with colleagues and work within a large team	Essential	Interview
Strong customer service skills especially when dealing with customers over the phone and face to face	Essential	Interview
Ability to work under pressure	Essential	Interview
Have a logical/analytical approach to work	Essential	Interview
Trusts and is trusted	Essential	Interview
Has positive energy and drive	Essential	Interview
Inspires, motivates and empowers	Essential	Interview
Other requirements		
Isle of Man Worker	Desirable	Application