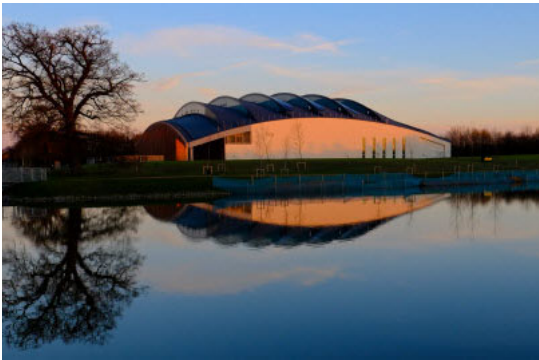


Recruitment Coordinator

Human Resources Division

Closing Date: 29th September 2024
Job Reference: AH43240



Recruitment Coordinator

Salary:

£29,605—£33,966

Contract:

Fixed-term

Location:

Greenwich House,
Maddingley Road,
Cambridge

Department:

Temporary Employment
Service, HR Division

Responsible to:

TES Manager

Working pattern:

Full-time

Purpose of the Role

The Temporary Employment Service (TES) of the University is one of four teams within the HR Shared Services Team of the HR Division. It is a customer-focused, high-volume service providing temporary cover for staff in the University, colleges and affiliated institutions. TES fills approximately 70 assignments per month and specialises in secretarial, administrative, reception, HR, communications, marketing and finance opportunities. In addition, the service provides a payrolling service for temporary workers which institutions can utilise.

The purpose of this role is to recruit new candidates for the TES temps pool and place candidates into roles within the departments and colleges of the University. The role

holder will match temporary staff skills and experience with assignment requests.

Key Responsibilities

- Selection and Supply of Temporary Workers**
Reviewing job requests, assessing the requirements and discussing them with the client as required and ensuring they are in line with TES processes. Understanding differences in departmental culture and requirements, and candidates' particular aptitudes and then providing departments (clients) with CVs of the most appropriate candidates, selected on the basis of workers' skills, experience, preference and availability. Liaising with the client and candidates throughout the selection/interview/appointment process providing advice, support, guidance and feedback throughout. Where TES cannot fulfil a request, forwarding it on to preferred suppliers.



Recruitment Coordinator

- **Recruitment of Temporary Workers**

Reviewing candidates' applications to join the temp pool, assessing their experience and availability and deciding whether they should be invited to interview. Interviewing candidates to understand their skills, experience, work preferences and availability and reviewing their references and test scores and assessing whether they should be registered in the temporary worker pool. Contributing to marketing of the service by highlighting areas/skills where there is a greater need of candidates, promoting TES at recruitment events such as jobs fairs and contributing to discussions about the overall marketing strategy of the service.

- **Client and Worker Relationship**

Building relationships with clients and workers, supporting and advising them throughout the recruitment process and ensuring the quality of their experience with TES. Clearly communicating TES policies and procedures to candidates, workers and clients. Liaising with candidates, clients and workers regarding queries and issues that might arise and providing guidance on HR issues. Handling grievances and complaints, escalating to the TES Manager (TM) as necessary.

- **Administrative Duties**

Maintaining and updating worker, client and assignment records electronically and manually in support of the whole TES process

from selection, through being set up in a job and on to payment of the worker. Issuing assignment paperwork to workers and clients. Responsible for the correct compliance checks, liaising with the Compliance Team as necessary. Responsible for requesting monthly invoices for departments from the Finance Division. Responsible, in rotation with the TM, for running the weekly payroll process.

- **Review/Project Work**

Continually reviewing the TES recruitment coordination service and processes, proposing and implementing enhancements and owning and updating the documentation of all Recruitment Coordinator processes. Assisting the TM with additional projects and activities that contribute to the running and development of the service.

- **Training of Colleagues**

When new Recruitment Coordinators start in the role it is the responsibility of existing Recruitment Coordinators to train their new colleagues in the vast majority of the role.

- **Professional Responsibilities**

Keeping up to date on TES policies and procedures, best practice and University initiatives that will impact HR, in order to give relevant advice and guidance. Keeping up to date on Right to Work legislation in order to make sure TES is complying with University regulations and UK Immigration legislation.



Person specification

	Essential	Desirable
Education		
Educated to GCSE level or equivalent relevant experience	✓	
CIPD Certificate in Personnel Practice		✓
Experience		
Experience in an administrative role within a service environment	✓	
Experience of recruiting staff, preferably for short-term or temporary vacancies, within a commercial employment business/agency, a Higher Education institution or another sector	✓	
Experience and competence with Microsoft Office tools (Word, Excel, Outlook)	✓	
Experience of processing payroll and/or accounts information		✓
Experience of contributing to the review and development of a service	✓	
Skills		
Demonstrable customer service skills including excellent communication skills with the ability to communicate confidently and clearly (written and verbally)	✓	
Ability to work with high volumes and multi-task	✓	
The ability to work to a high degree of accuracy and attention to detail	✓	
An understanding of relevant employment law and immigration		✓

Human Resources Division



The Human Resources (HR) Division supports the University to deliver its goals of excellence in education, learning and research via the recruitment, retention, reward, recognition and development activities of our staff.

Together with HR colleagues embedded in Departments, the staff of the Division form a University-wide HR community dedicated to ensuring that the University continues to maintain and enhance its reputation as a leading employer. Our people are the University's greatest asset and the Division is committed to attracting and developing talented individuals, working as a cohesive whole to ensure all staff are supported at all times during their careers at the University.

At the heart of the Division is the HR Business Partnering team, which pro-actively supports managers and senior leaders across all the University's academic and non-academic departments in achieving their people-related strategic goals.

Alongside the HR policies, procedures and guidelines in place throughout the full lifecycle of employment, the Division offers a wide range of HR services to staff, with teams providing specialist support, guidance and administration for a wide range of functions,

including but not limited to:

- Equality, Diversity and Inclusion
- Organisational Development
- Learning and Development
- Resourcing
- Reward
- HR Policy
- HR Shared Services and Analytics
- Postdoc Academy and Research Culture
- Childcare

In addition, the Division manages a diverse programme of strategic projects and initiatives, which may be short or long term in nature, but are usually complex, involve a broad range of topics, and make a significant impact at University and/or Department level.

A new overarching People Strategy is currently being developed. It will aim to ensure that the University is an employer of choice with a culture, policies and procedures that set high expectations, whilst providing a stimulating, inclusive and rewarding environment for its people and a competitive advantage to the institution.

Terms of appointment

Tenure and probation

The appointments will be made on a fixed-term basis until 30 June 2026 due to transitional duties pending a reorganisation. Appointments will be subject to satisfactory completion of a six month probationary period.

Hours of Work and Working Pattern

The hours of work for the position are 36.5 hours per week, Monday to Friday.

Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit:

www.pensions.admin.cam.ac.uk

Annual leave

Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For part-time employees, annual leave will be pro rata'd based on days worked.

General information

Pre-employment checks

Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it.

Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References

Offers of appointment will be subject to the receipt of satisfactory references.

Screening Checks

This role requires a basic disclosure and a security check. Any offer of employment we make to you will be conditional upon the satisfactory completion of these checks; whether an outcome is satisfactory will be determined by the University.

Equality and Diversity

We particularly encourage candidates from a Black, Asian and Minority Ethnic background to apply for this vacancy as they are currently under-represented at this level within our University.

Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/hr/staff/disabled/>

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position.

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of world-leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include academic and commercial growth at both the West Cambridge Innovation District, and the Biomedical Campus in the south of the city. Eddington, in North West Cambridge, is a mixed-use development including key worker housing for staff, a community centre and a new primary school, managed by the University. Through these projects, the University is deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About us

The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 23,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the [Visit Cambridge](#) website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.



Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge. For staff who require a Skilled Worker Visa, Global Talent Visa or Settlement (known as indefinite leave to remain) to take up employment with the University, we offer an interest free [visa loan scheme](#) for current and prospective staff (and their dependants), to help meeting the cost of obtaining a visa.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>

What Cambridge can offer

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



What Cambridge can offer

Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here: <https://www.childcare.admin.cam.ac.uk/>

The [Newcomers and Visiting Scholars Group](https://www.postdocacademy.cam.ac.uk/) is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Postdoc Academy supports the postdoctoral community within Cambridge. Further details are available here: <https://www.postdocacademy.cam.ac.uk/>

Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

The University of Cambridge is committed to supporting our staff to thrive both professionally and personally. We aim to support a good work/life balance, whilst retaining the positive aspects of our unique in-person environment and culture. Elements of this role are suitable for hybrid working, where staff can split their time between in-person collaboration and remote working. It is expected that two days on site will be required each week. In addition, the majority of the first few months will be based on site to learn the aspects of the role. The frequency of the remote elements of the role can be discussed with the recruiting manager.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:

Until 20th September 2024

Kyle Blake, Deputy TES Manager

Email: Kyle.Blake@admin.cam.ac.uk

From 23rd September 2024

Helen Dalglish, TES Manager

Email: Helen.Dalglish@admin.cam.ac.uk

If you have any queries regarding the application process please contact Michelle Talbot, Divisional Administrator.

Email: Michelle.Talbot@admin.cam.ac.uk

The closing date for applications is: **29 September 2024**

The interview date for the role is: **9 October 2024**