

Role Profile – Onboarding & Development Administrator

Role Purpose

To provide specialist support, advice and experience to support the Society attraction, recruitment, on-boarding and learning journeys of colleagues (including colleagues on early careers programmes and apprentices) linked to the 4Cs – Co-op Choice, Co-operative Difference, Colleague & Commercial. To always operate with the candidate and colleague in mind across all work activity.

Key Responsibilities

- Provide life cycle administration support and advice to managers, colleagues and external customers on all aspects of administration for recruitment, early careers/apprenticeships & learning activities
- Reporting for Recruitment, audit / exception for any vacancy and learning progress and compliance
- Trend and insight analysis to support hard to fill vacancies to support Attraction and Recruitment Specialist in future thinking of attraction route
- Create and update standard operating procedures
- Produce all M2, M3, M4, P4 & P5 contracts and activity to manage internal transfers
- Involvement with review, test and implementation of system upgrades, CI activity and changes
- Gaining and sharing feedback from both hiring managers and candidates to enhance the candidate recruitment journey and colleague learning experience
- Completion of pre-employment checks and applicable compliance checks including DBS and FCA checks
- Receive, circulate and provide recommendations on action for learners
- Support L&D Advisors on appropriate learner actions
- Monitor and report on the uptake of work experience, ensuring programme resources are up to date based on feedback, continuous improvements and best practice
- Provide first line resolution of queries relating to apprenticeships and early careers
- Support the identification and execution of attendance at early careers events i.e., preparation of resources, identification of attendees, liaison with venues, bookings etc.
- Liaising with any external providers regarding events and providing support in the preparation of events such as printing, photocopying and room organisation
- Carry out routine checks on LMS and identify and resolve issues identified including
- Manage the manual update of users within the LMS
- Provide support with Right to Work checks and assist with the implementation of processes

Success Measures

- Quarterly review & feedback with function into:
 - Hiring manager & candidate experience,
 - Tends & insight
 - Learner journey feedback to ensure our offer is fresh, and inspiring
- Support the reduction in need to use recruitment partners by providing trend and analysis on external jobs boards
- Work with the functional survey outputs (Bee Heard & Let's Listen) on internal recruitment to increase levels of engagement
- Colleagues on Early careers and apprenticeships have a positive learning experience with high levels of positive outcomes

Key relationships

HRBPs	Hiring Managers
Talent Mgr	Senior Manager
Early Careers	Leadership & Learning

Experience

- Supporting recruitment & development activities in a fast paced, multi-site environment
- Knowledge of Social Media as an attraction tool
- Experience of working with an Applications Tracking System (ATS) & Payroll systems to drive candidate experience
- Customer service (face to face, phone, email or virtual)
- Knowledge of how apprenticeship programmes are administered and managed