

# Role Profile – Onboarding & Development Administrator

Role Levelling

P1

## 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 relationships

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

## 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

## 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