

## **Job Description**

**Job title:**                **Resourcing Assistant**

**Grade:**                 **5**

**Directorate:**         **Chief Officer**

**Unit:**                   **Human Resources and Organisational Development**

### **Job purpose**

To work as part of a team providing a high quality human resource service to the GLA, including resourcing and recruitment.

### **Principal accountabilities**

1. Work as part of the Resourcing Team to provide a comprehensive service to managers and staff across the GLA in: recruitment and retention, contractual issues, advising on terms and conditions, induction, payroll issues.
2. Ensure queries from members of the public and job applicants are dealt with professionally and efficiently to ensure a positive impression of the GLA and the HR&OD team
3. Participate in all stages of the recruitment process to ensure the most efficient and effective service for managers and applicants.
4. Draft, produce, amend and issue contracts of employment / statements of particulars and changes to contractual details.
5. Provide general administrative support, including:
  - Producing standard letters, memos, reports, minutes of meetings and other documents
  - Arranging and/or undertaking document production services
  - Arranging interviews
  - Producing shortlist and interview packs
  - Arranging meetings and managing diaries.
6. Ensure that accurate and up-to-date information is maintained on the online recruitment system and human resources information system at all times.
7. Assist with the management of the remuneration and benefits policy and maintain pay and pension records and inform payroll of changes as appropriate. Ensure that changes and records are recorded and checked against reports to resolve any queries and provide an audit trail.
8. Advise managers and staff on routine human resources issues, including pay and conditions of service, recruitment and retention, statutory obligations and entitlement, and basic employment issues.

9. Ensure temporary agency worker booking process is coordinated effectively and work with agency and hiring managers to ensure high quality service is provided to units
10. Contribute to the development and implementation of human resources initiatives to support the development of corporate policies, e.g. exemplary employer, induction process
11. Assist with the development and maintenance of manuals, systems and procedures, including filing systems, the unit's resources, recruitment and equalities monitoring information, employee records and the GLA's Document Management System, ensuring confidentiality.
12. Provide research support to the staff of the Human Resources Unit, contributing to the development of human resources policy and planning and performance measures.
13. Realise the benefits of London's diversity by promoting and enabling equality of opportunities and promoting the diverse needs and aspirations of London's communities.
14. Manage resources allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards.
15. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary cross-department and cross-organisational groups and projects teams.

### **Key contacts**

**Accountable to:** Resourcing Manager and Resourcing Operations Adviser

**Accountable for:** Staff and resources allocated to the job

**Principal contacts:** Managers and staff

## **PERSON SPECIFICATION**

### **Technical requirements/experience/qualifications**

- 1 Successful experience of using online recruitment system and human resource information systems, including analysis and interpretation of statistical information.
- 2 Knowledge and ability to use proficiently standard office computer software, including word-processing, databases and spreadsheets.

### **Behavioural competencies**

#### **Stakeholder focus**

... is consulting with, listening to and understanding the needs of those our work impacts and using this knowledge to shape what we do and manage others' expectations.

#### Level 1 indicators of effective performance

- Listens to understand requirements without making assumptions
- Demonstrates an enthusiastic and 'can do attitude' to all requests
- Provides timely, accurate and personalised responses
- Provides a polite and helpful first point of contact for stakeholders
- Learns from feedback to improve personal service to others

### **Communicating and influencing**

... is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

#### Level 1 indicators of effective performance

- Represents self and team positively within the organisation
- Speaks and writes clearly and succinctly using appropriate language that is easy to understand
- Considers the target audience, adapting style and communication method accordingly
- Communicates persuasively and confidently
- Checks for understanding

### **Managing and developing performance**

... is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the GLA's objectives and statutory obligations.

#### Level 1 indicators of effective performance

- Keeps up to date with new processes and information in own role
- Seeks opportunities to develop, taking responsibility for own personal development plan
- Takes a methodical and consistent approach to completing work in line with personal objectives
- Seeks clarity on objectives, ensuring a good understanding of expectations
- Openly shares constructive feedback, supporting the delivery of own and others' work

### **Planning and organising**

... is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

#### Level 1 indicators of effective performance

- Plans and prioritises own workload to meet agreed deadlines
- Advises colleagues or manager early of obstacles to work delivery
- Perseveres and follows work through to completion
- Checks for errors to ensure work is delivered to a high standard first time
- Effectively juggles priorities

### **Problem solving**

... is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

#### Level 1 indicators of effective performance

- Breaks down work issues, seeking further information if necessary
- Provides workable solutions to solve immediate work problems
- Makes suggestions and implements improvements to personal work processes
- Actively supports new initiatives and tries different ways of doing things
- Learns from others' experiences

#### **Responding to pressure and change**

... is being flexible and adapting positively, to sustain performance when the situation changes, workload increases, tensions rise or priorities shift.

#### Level 1 indicators of effective performance

- Stays calm in pressurised and demanding situations
- Responds flexibly to changing circumstances
- Recognises when unable to cope and asks others for help
- Demonstrates openness to changing work priorities and deadlines
- Maintains personal well-being and achieves a balance between work and home life

#### **Reasonable adjustment**

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.