

Job Description

Job Title	Workforce Onboarding and Welcome Administrator
Salary Band	Band 3
Division/Service Line	HR and OD
Department	Workforce Resourcing

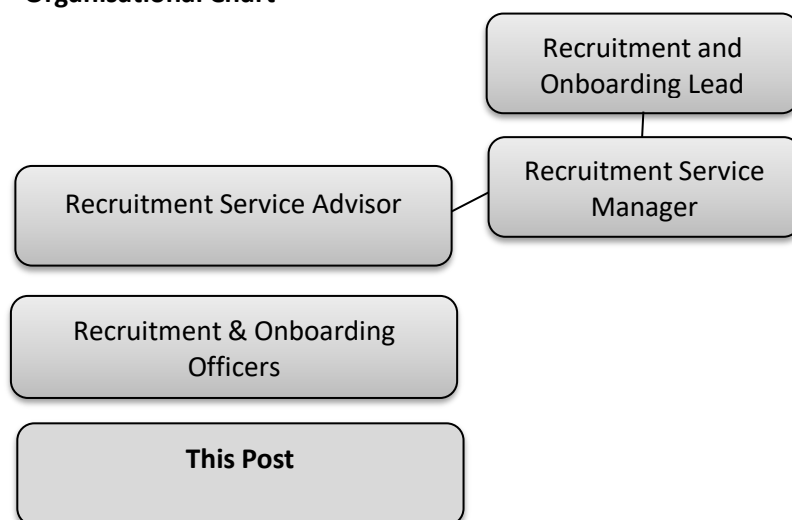
Job Overview

Our Workforce Onboarding and Welcome 'WOW' Administrators provide an amazing support for our applicants through to new starters in the Trust. The post holder will provide a full, high quality and comprehensive onboarding and welcome service to all colleagues throughout their recruitment and onboarding journey.

Assist applicants and new starters with all queries through a variety of methods, including email, phone and face to face. This will include arranging and attending recruitment events and supporting our applicants; especially from hard to reach groups of people across Cornwall and IOS.

Aligns to a service area within CFT and the county, be a point of access into the Recruitment and Onboarding service for applicants, candidates and new starters, demonstrating the highest levels of good customer service.

Organisational Chart



Duties and Responsibilities

Communication and Working Relationships

- Main working relationships:
 - Workforce Resourcing
 - Service line staff
 - Staff across Trust
 - External customers
- Foster and maintain good working relations with colleagues, managers customers and staff at all levels and at all times
- Use excellent communication skills to liaise with staff across the organisation and applicants to the Trust

Management and Personal Development

- To maintain strict confidentiality
- To comply with Trust policies and procedures
- Willingness to undertake on job development opportunities
- To work autonomously and from own initiative and plan and organise own workload on a daily basis in line with Recruitment procedures and Job role.
- Provide cover for Recruitment colleagues as required.
- To actively participate in the annual appraisal process and regular supervision.

Administrative

- To work as a team member in providing support to all functions within the Recruitment Team within Workforce Operations
- To maintain service levels for all parts of the recruitment process ensuring deadlines met and updated on the TRAC system
- To maintain workflow for additional activities within the team to include honorary contracts, contract amendments. Flexible retirements and external reference requests
- To answer all phone and email queries relating to recruitment or to forward to appropriate person

IT Systems and Processes

- To use all required electronic systems comprehensively and competently.
- Input and retrieve information from the Trust's Main Computerised Information Systems
- Maintain accurate data within the recruitment TRAC systems and NHS jobs
- Maintain accurate candidate and staff data on the ESR system
- To use all required electronic systems comprehensively and competently

Additional Information

Code of Conduct

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trusts Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

Confidentiality and Data Protection Act

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 2018. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

Safeguarding Children and Vulnerable Adults

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

Personal Development

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

Risk Management and Health and Safety

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

Infection Prevention and Control

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

Location/Mobility

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

Equal Opportunities

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

Review of the Job Description

This is a generic job description and is intended as an outline of the general area of activities. It may be amended in light of the changing needs of the organisation, in which case it will be reviewed.

Rehabilitation of Offenders Act

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.

Person Specification

Job Title	Workforce Onboarding and Welcome Administrator
Salary Band	Band 3
Division/Service Line	HR and OD
Department	Workforce Resourcing

Role Requirement	Essential	Desirable
<i>Education / Qualifications and Relevant Experience</i>		
Level 3 qualification in administration or equivalent level of experience	✓	
Good basic education, demonstrating high levels of literacy and numeracy	✓	
Computer literate to ECDL standard or equivalent	✓	
Experience of administrative recruitment processes and procedures		✓
Administration experience within a busy office environment	✓	
Previous NHS experience, including using ESR NHS Jobs and TRAC		✓
Experience of setting up and maintaining administration data bases and filing systems	✓	
<i>Skills and Aptitude</i>		
Excellent organisational skills	✓	
Excellent written and verbal communication skills	✓	
Excellent telephone manner	✓	
Strong interpersonal skills including influencing and persuasion skills	✓	
Good keyboard skills with high levels of accuracy for data entry	✓	
Able to work to deadlines and manage priorities	✓	
Basic analytical skills to manage conflicting recruitment data	✓	
<i>Knowledge and abilities</i>		
Ability to interpret and summarise information, producing reports	✓	
Demonstrable ability to use a range of software packages and the internet	✓	
Demonstrable ability to work well in Microsoft Word, Excel and Powerpoint	✓	

<i>Personal Qualities</i>		
Able to prioritise and work well under pressure to tight deadlines	✓	
Ability to work unsupervised and on own initiative	✓	
Enthusiastic and conscientious	✓	
Able to work as part of a Team	✓	
Excellent customer focus	✓	
Willingness to undertake further training and development	✓	
Flexibility in approach to meet the needs of the service	✓	
<i>Other</i>		
Demonstrates evidence of Trust "CARE" values	✓	
Ability to travel independently where required	✓	
Disclosure and Barring Service check satisfactory to the Trust	✓	
Occupational health clearance satisfactory to the Trust	✓	
This role may be deemed as an Information Asset Owner in line with the Trust Information Risk Policy		

