



ROLE DESCRIPTION

Role title	Recruitment and Engagement Officer		
Directorate	Workforce		
Reporting to	Recruitment Services Manager		
Grade	10		
Evaluation ref	PRC10	Job Family Ref	AU0776
Role purpose			
<p>A dedicated resource to support recruitment processes and drive new initiatives to ensure a more stable, permanent workforce in Children's social care.</p> <p>A liaison link with HR and OD over culture work and people strategy, ensuring that the service is at the forefront of change and development and not at the tail-end of it. Making the service operate at the sharp end of change will only have the effect of further strengthening its reputation.</p> <p>Responsible for a full review of all CSC related data to ensure the information needed is produced and provided and that time isn't wasted duplicating that which is available elsewhere, linking closely with the data management function within OD to ensure accurate data is available in Children's Social Care, which is needed for informed decision making, planning and strategic change.</p>			
Key results area	<p>Drive new creative initiatives and keep ahead of recruitment trends, including new starter surveys, retention initiatives and Talk Before You Walk interviews. Provide and continue evidence of reduction in the number of locums within Children's Social Care. Provide updates to and attend as necessary the Children's Workforce Board.</p> <p>Own and manage workforce data and make recommendations based on this. Responsible (with one other internal colleague) for maximising the benefit of the Community Care Contract.</p> <p>Liaise with Resourcing Advisors in the Resourcing Team regarding recruitment social media presence and branding across all platforms and websites for Children's Social Care roles (including content and updates for Social Care and More).</p> <p>Responsible (with one other internal colleague) for recruitment events on behalf of Children's Social Care, eg Try Before you Apply, attendance at national recruitment fairs.</p> <p>Liaise with the Resourcing Team to ensure a more efficient and effective process for recruitment and 'on-boarding' in Children's Social Care.</p> <p>Work with colleagues and managers from across the service to understand their recruitment priorities and issues.</p> <p>Produce annual report to review the impact of the project, including what has worked, what has not worked, lessons learned and make recommendations.</p> <ul style="list-style-type: none"> - Evidence of solid improvement in ratio of locum to perm Social Workers. - Release of operational management time and resource. 		

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	<ul style="list-style-type: none"> - A co-ordinated and smoother process for recruitment and 'on-boarding' in Children's Social Care. - Improved relationship management in the service and across other service areas. - Higher retention of workforce – a more invested and engaged workforce. - Decisions and actions based on a single data source and evidence. - Reputational improvement in the sector from a workforce perspective and a higher profile in recruitment terms. - Increased efficiency and value for money.
Corporate Responsibilities	<p>Ensure compliance with all relevant legislation, organisational policy, and professional codes of conduct to uphold standards of best practise.</p> <p>Deliver the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do, ensuring team members are also aware of their responsibilities and maintaining their understanding that Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>
Contacts and relationships	<p>All areas and levels of Children's Social Care including the Senior Management Team.</p> <p>Children's Quality and Assurance team and Learning and Development team.</p> <p>Our temporary labour supplier (Matrix) and other external agencies.</p> <p>Staff and locums within Children's Social Care.</p> <p>Resourcing Team in HR & OD Services.</p> <p>Corporate Communications Team.</p> <p>Community Care and other future partners.</p> <p>Attendance at weekly HR and OD Adults and Childrens meeting and monthly Children's Workforce Board.</p> <p>The postholder will develop and continue relationships with all areas of Children's Social Care and Children's Services in general in order to best deliver the above assignments. They will maintain contacts with our temporary labour supplier (Reed), other external agencies, Operations Managers, Team Managers, SLT, other local authorities, Locum workers and any other contacts as may be necessary from time to time.</p> <p>The postholder will continue to maintain and develop contacts and relationships with HR and OD colleagues in order to deliver feedback on different projects and initiatives and to liaise with other pieces of work underway at any time.</p>
Recruitment activities	<p>Locum to Perm Scheme – A proposed 'Quick Win' programme to convert quality locums to permanent social workers has commenced and the postholder will continue to develop this over the coming months.</p>

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	<p>Establish early on the required project outcomes with the service and set up measuring and monitoring requirements.</p> <p>E-recruitment – harvest marketing data, contact those who do not complete their application and keep in contact with those who had good, developmental feedback after the interview.</p> <p>Further development of the microsite – update blog frequently and redevelop site to make it easier to use (for customers and admin). Work closely with HR&OD, web team, communications, CSC and manage outcomes.</p> <p>Focussed resource for the service that works in a peripatetic manner to support operations and recruiting managers across all areas.</p> <p>Continue with recruitment fairs – ensure a consistent presence at other social worker recruitment networking events, eg Guardian Social Lives 2017. Contacts made at such events help to represent Somerset in the market-place.</p> <p>Continue the “Try Before You Apply” Scheme.</p> <p>Continue new starter surveys – results based on themes will be useful data in the identification of what we do well and what we don’t.</p> <p>Begin to recruit to teams rather than posts, profiling a team and using value based recruitment– pilot with Children with Disabilities.</p> <p>Recommend working with Guardian, Google, and Social Networking to raise authority profile.</p> <p>Undertake frequent, scheduled reviews of the recruitment and retention project</p>
Retention activities	<p>Review how the current work is being carried out and communicated and then partnered with the following 3 stage approach and linked with recruitment work:-</p> <p>Profile staff – conduct OPQ (occupational personality questionnaire) with highly valued social workers in the service, to understand the profile of the ideal social worker, at work.</p> <p>Profile staff – personal background, career path to current post to understand the profile of the ideal social worker, at home.</p> <p>Why people stay project – a what good looks like - to link with staff profiles and service profile and identify why it is good to work as a Social Worker in Somerset.</p> <p>Talk before you Walk” - confidential sessions (outside of the service) for social workers – a cross between coaching and counselling.</p> <p>Share good practice between areas.</p> <p>Support managers to manage people related issues – development of soft skills.</p>



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Team Days – team-building and development – to work in partnership with 'Looking After our Own' planning. (selection of people from different areas to work on the above on a rotational basis meaning that everyone has the chance to be involved at least once a year).

Management and Leadership culture - use of Our Working Agreement and T.E.A.M. approach to management and leadership – Talk, Empathise, Assist and Mentor.

Build Values Based Recruitment in to social worker interviewing process by first establishing what values from staff profiles above.

Trigger-book approach to retention – related to Talk before you Walk and supporting management and leadership – identifying the characteristics and actions of those people who leave the organisation in order to be able to spot potential issues with individuals and teams early on so that remedial actions can be taken where necessary.

Conduct other thematic reviews as required and advised by the service.

Continue to ensure a strong line of communication and liaison with HR and OD and other influential areas

Qualification/Knowledge/Experience/Skills

Influencing and credibility

- Able to create, maintain and enhance effective working relationships.
- Able to be persuasive and to influence managers including Directors and Members.
- Ability to listen and gain the views of others.
- Able to provide an evidence based and reasoned argument for prioritising projects and activities
- Able to represent Somerset at national recruitment events and with external organisations.

Communication

- Able to communicate effectively in an appropriate and concise manner, both orally and in writing.
- Able to demonstrate effective presentation skills for the delivery of workshops or training sessions.
- Able to identify the appropriate channels of communication for a given situation.

Organisational skills

- Able to effectively manage competing deadlines.
- Able to prioritise and set realistic targets for self.
- Able to handle a range of project activities simultaneously.
- Able to manage an appropriate work/life balance

Problem Solving

- Able to be creative and innovative in the development of new ideas and concepts.



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- Able to understand and consider the impact of change.
- Able to identify problems/issues and seek pertinent information/support.
- Able to evaluate data and identify appropriate solutions to problems/issues.

Proven experience in:

Scoping and managing projects; equalities and diversity, producing and interpreting analytical data; producing reports and management information; making presentations to management.

Evidence of continuing professional development.

Desirable experience

Experience in an HR, OD, Recruitment or Childrens' Services role.

Relevant degree and/or professional qualification (e.g. minimum CIPD level 5).

Dimensions of role

Will have limited resources, the focus being on their delivery of specific actions to ensure specific work and timescales are met. Any resource requirement must be arranged through the Line Manager.

Notes

Competencies / attributes	<ul style="list-style-type: none">• Self-motivated.• Confident and able to approach new people• Able to work both autonomously and as part of a team.• Flexible and adaptable approach.• Creative and innovative thinker.• Listening skills
Working conditions:	Monday to Friday
Working arrangements:	Hybrid working to be agreed with line manager Will need to travel around the county to meet with individuals at their work locations and to travel to national recruitment events.