



HEDDLU GOGLEDD CYMRU
Gogledd Cymru diogelach

NORTH WALES POLICE
A safer North Wales

Shared Service Facility Post Profile

Post:	E-Recruitment Systems Officer
Grade:	Scale 6
Competency and Values Framework Level/s:	Level 1
Responsible to:	E-Recruitment Systems Manager
Based at:	Flexible
Agile Work Pattern:	Agile/Flexi working
Gauge Job No:	
SUP No(s):	

OVERALL PURPOSE OF JOB:

Responsible for the effective administration of the E-recruitment system in Wales. To ensure the system is fully functional allowing the Wales forces to function in an efficient and operationally beneficial manner.

The role involves ongoing support and development of the E-recruitment system and applications.

The post holder will be responsible for identifying potential and actual problems and provide a pro-active response to problems where applicable.

DUTIES AND RESPONSIBILITIES:

1. Responsible for giving advice and guidance to customers, on the phone, face-to-face and electronically on related area of work following standard procedures
2. Responsible for the logging investigation of problem(s)/issue(s) and to provide appropriate solution(s).
3. Responsible for ensuring systems operation in accordance with Wales force(s) protocols and procedures.
4. Role involves the effective testing of new business process/changes to ensure compliance with regulations and procedures. To include inspecting and reviewing use of system by others for compliance.
5. Providing helpdesk facility ensuring customer queries are appropriately logged and managed.
6. To attend and participate in meetings across the force and externally in relation to the E-recruitment system.
7. The preparation and present of reports and information for reporting as directed by the E-Recruitment Systems Manager
8. To assist in the development of operating training guides and user policies and procedures to ensure the effective use of the system.
9. To assist with any other HR/recruitment duties as required, commensurate with the post and salary grading.
10. Adopt, monitor and ensure the successful application of the Wales force policies in equal opportunities and health and safety with regard to both the managing of staff and the provision of Services.
11. To assist and ensure that the College of Policing guidelines are adhered to at all times.

12. Responsible for reviewing the consistency of candidate's journeys and ensuring that feedback is sought where possible on the application process.
13. To assist in the overall ongoing development and evolution of the E-Recruitment system.

MINIMUM CRITERIA FOR THE ROLE:

The role requires applicants who can demonstrate (with evidence) skills in the following areas:

1. Educated to HND/Degree level in computing or related topics and/or proven relevant experience
2. Working knowledge of e-recruitment systems and / or HR system
3. Knowledge and experience in the use of the full range of MS Office tools
4. Ability to collect, compile, process and analyse statistical data and other information
5. Good communication skills, commensurate with the requirements of the role
6. Ability to work in a team environment or on their own initiative
7. Ability to meet deadlines and respond positively under pressure
8. Administering a number of work streams simultaneously across HR / recruitment systems for more than one organisation with multiple stakeholders

WELSH:

The level of Welsh skill required for this position:

Verbal

Level 3 Converse partly in Welsh

Written

Level 3 Informal e-mail and internal memo

NOTES:

1. This Job Description and Person Specification IS NOT a statement of all the detailed procedures and conditions applicable to the post holder. Therefore, there will always be instructions in addition to those outlined that meet the work demands and natural evolution of the Department/Division at any particular time.
2. Any of the detailed duties and responsibilities may also vary in accordance with point 1 above without changing the character or level of responsibility the post entails.
3. The post is collaboratively funded with the Wales forces reserving the right to transfer the post to another force in Wales following the appropriate processes and collective agreements.

Should a change in the Lead Force be required, any and all consultation with the Staff Side in accordance with policy applicable at the time will be made.

Last Reviewed by Line Manager	Date:		Name:	
Last Reviewed by Diversity Unit	Date:		Name:	

Additional Information:

Post is suitable for job-share.

Structure:

