

JOB DESCRIPTION

Role / Title: Recruitment Officer

Reports to: Recruitment Manager

Overall Purpose of the Job:

- To provide a Human Resources best practice recruitment service to the Royal Opera House, in line with our People Strategy, policies and procedures and best practice

Key Accountabilities:

Recruitment Services

- Provide a high-quality and proactive recruitment services for hiring managers across all departments. Services to include:
 - Creating job descriptions, advertisements and other recruitment documentation in line with agreed house style and branding guidelines
 - Advising and implementing recruitment advertising campaigns, specific to each vacancy and in line with the employer brand, in liaison with the Recruitment Manager, Internal Communication, Employee Brand and Engagement Manager and Audience & Media team
 - Managing application processing and candidate short-listing, and liaising with recruiting managers in the design of selection exercises and drafting of interview questions.
 - Representing the HR department on recruitment selection panels.
 - With the Recruitment Administrator, liaising with job applicants and the scheduling of interviews, in line with service level agreements
 - Issuing offer letters, reference, safeguarding and right to work checks and drafting employment contracts
 - Liaising with hiring managers to ensure candidate feedback is given in line with agreed policy and service levels
 - Liaising with the Learning & Development Manager and hiring managers on induction arrangements

- Ensure that HR onboarding processes – offer letter, references, contract – is conducted in a timely, accurate and up-to-date.
- Ensure that all HR administration for weekly and monthly paid new starter processes, right to work documentation checks, payroll notification is timely, accurate and up-to-date.
- Support the delivery of the ROH Equality, Diversity and Inclusion Strategy by placing diversity considerations at the heart of all recruitment activity. This will include but not be limited to:
 - Advising managers on how to make job descriptions, person specifications and advertisements more accessible and attractive to the widest possible talent pools, and in line with any specific diversity aims of particular teams
 - Working with recruitment partners who are seeking opportunities for groups who are currently under-represented in our workforce
 - Championing equal access to all of our employment opportunities for disabled applicants, in line with our Disability Confident commitments
- Provide recruitment support and guidance for the apprenticeship, work experience and volunteer schemes
- Support a culture of monitoring and continual improvement, through ongoing systematic analysis of the effectiveness of recruitment campaigns
- Assist the Recruitment Manager and HR management team with other duties and projects as required

Behaviours:

- Proactively demonstrate a commitment and contribution to the Royal Opera House’s health and safety culture in all activities.
- Actively promote the value of diversity in all work; uphold the ROH values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards.
- Ensure confidentiality, in line with organisational policy and data protection requirements.
- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes and best practice developments.
- With the other members of the team, share responsibility for housekeeping and the maintenance of standards within the department.

PERSON SPECIFICATION:

Essential Skills, Knowledge and Experience:

- A minimum of Associate CIPD membership, or able to demonstrate the equivalent level of skill and experience
- Experience of managing recruitment campaigns and proven commitment to proactively promoting diversity and inclusion through recruitment
- Proven HR organisational and administrative skills
- Excellent people skills, with the ability to work effectively with a wide range of people within and outside the organisation
- Excellent written and verbal communication skills
- Ability to prioritise own workload and to work unsupervised
- Experience of proactively promoting diversity and inclusion

Other Essential Skills, Knowledge and Experience:

- Commitment to delivering a high standard of customer care and continuous improvement
- Strong time management skills, with the ability to prioritise and meet deadlines
- Good computer skills with strong Microsoft Excel
- Strong numeracy with experience of analysing and reporting on data
- Excellent research and project management skills
- Experience of HR IT systems – ATS, HR Databases
- Sensitivity in dealing with confidential information
- Flexibility in dealing with changing priorities
- Accuracy and attention to detail
- Ability to assimilate new information and learn routine procedures
- Ability to deal sensitively with people at all levels with tact and diplomacy
- An effective team player

Desirable Skills, Knowledge and Experience:

- An interest in and enthusiasm for the Arts
- Experience with Microsoft SharePoint

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.