

JOB DESCRIPTION

Role / Title: Recruitment Administrator

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
- Contribute to projects for the HR Department in support of the overall ROH plan

Key Accountabilities:

- Provide an effective front desk service for the department, acting as the first point of contact for recruitment enquiries, by phone, face-to-face or by email, dealing with routine queries and taking and forwarding messages
- Develop and maintain an up-to-date knowledge and understanding of ROH recruitment policies and procedures in order to handle standard enquiries and data processing effectively. Expected to show initiative when dealing with non-routine queries, but with reference to manager's advice when required
- Provide proactive administrative support to the recruitment, selection, onboarding and induction processes, working with the designated systems and processes including:
 - Support paperwork for approval to recruit processes
 - Formatting job descriptions and adverts (to branding guidelines).
 - Posting job advertisements on the ROH website, intranet and other media.
 - Responding to enquiries from applicants.
 - Receiving and logging applications if not through e-recruitment
 - Progressing applications through the AMRIS e-recruitment system.
 - Scheduling and providing logistical support to interviews.
 - Administering selection exercises.
 - Drafting and preparation of offer of employment letters.
 - Issuing regret letters or emails to unsuccessful candidates.
 - Undertaking checks of UK work authorisation documentation and other compliance documentation check as required.

- 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:
 - Working with Recruitment team colleagues to advise 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
- Represent the HR department on recruitment selection panels as required and with appropriate training
- Maintain accurate electronic and paper-based filing systems
- Administer recruitment archiving and the disposal of confidential waste
- Support procurement administration and obtain appropriate authorisation for departmental expenditure
- Provide hospitality to candidates and visitors to the department, as appropriate
- Take notes and produce accurate records of meetings as required, working with the designated manager
- Assist the Recruitment Manager and HR management team with other duties and projects as required
 - Make an effective contribution to the formulation, development, implementation and evaluation of HR policies, practices and services in order to enhance the organisational capability of the Royal Opera House.

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 commitment to work towards CIPD membership
- Organisational and administrative skills, with some experience within a HR function
- 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
- A commitment to 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
- Some research skills
- Experience of HR IT systems – ATS, HR Databases desirable
- 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:

- Experience of recruitment administration
- interest in and enthusiasm for the Arts
- Experience with Microsoft SharePoint

The Royal Opera House is committed to creating a diverse and inclusive environment in which everyone can thrive.



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