

<b>Position Title:</b>	Recruitment Partner
<b>Reports to:</b>	HR Advisory and Recruitment Team Leader
<b>Salary / Classification Level:</b>	Negotiated Salary Package
<b>Reporting to this Position:</b>	None

## *Purpose of the Position*

This role works collaboratively with key stakeholders and partners to establish Helping Hand in the workforce marketplace. The incumbent will apply expertise, creativity, and passion to manage the recruitment of high-quality staff. The position is responsible for providing an effective and efficient internal recruitment service to Helping Hand managers. This role maintains prompt, timely and effective communication with candidates to promote a positive candidate experience.

## *Your Team*

This position works as a member of the HR Services Team which is part of the Corporate Group.

The HR Services department is accountable to the Executive Manager People, Culture and Quality and supports the organisational strategic agenda through the provision of workforce strategy and operations. The Executive Manager People, Culture and Quality is a member of the Executive Group. This position is primarily based at the corporate office at Tranmere, however, may be required to travel to our country residential site/s and metropolitan residential site/s regularly.

The Recruitment Partner is one of 3 roles reporting to the HR Advisory and Recruitment Team Leader who reports to the HR services Manager.

The other roles are:

- Recruitment Coordinators
- HR Officers

## *Other Key Relationships*

The position works closely with hiring managers and all key stakeholders in recruitment including the Marketing department. This role works closely with all People Culture & Quality team members, operational and corporate administration staff, operational managers, and leaders, and builds and maintains effective professional relationships with HR stakeholders.

## *Key Outcomes and Responsibilities*

- / Partner with hiring managers and key stakeholders within their divisions to develop a deep understanding of the business functions' challenges and opportunities.
- / Build and maintain relationships with internal and external stakeholders and candidates.
- / Deliver an effective and efficient recruitment service to ensure that hiring managers and their administrative team are supported to meet their recruitment needs.
- / Proactively liaise with hiring managers and administration teams on an ongoing basis to ensure that the Helping Hand candidate management process is in place and effective.
- / Ensure that consistently high levels of customer service are maintained at all stages of the recruitment process to ensure that a positive experience is provided to all candidates.

- / Identify innovative talent sourcing strategies and campaigns to attract quality candidates.
- / Support hiring managers to develop interview questionnaires and candidate information packs to help them identify the most suitable candidates.
- / Planning and managing effective end-to-end recruitment activities including advertising, screening, interviewing, reference checking as required.
- / Planning, organising, and conducting assessment centres in collaboration with hiring managers and the respective stakeholders.
- / Maintain Helping Hand standards and processes to ensure that candidates' experience reflects positively on HHAC as an employer of choice throughout the recruitment process.
- / Ensure recruitment database is up to date and compliant with organisational and legislative requirements.
- / Ensure that all compliance documentation for new employees is completed within organisational timeframes.
- / Assist and provide input to effective recruitment strategies.
- / Prepare and update recruitment related data for analysis of current and relevant recruitment activities and trends.

## **Selection Criteria**

### **Essential**

- / Relevant qualification in HR, recruitment, or in a similar field.
- / Two+ years of experience in a recruitment or human resources role. Strong knowledge of recruitment practices, metrics, and guidelines.
- / Sound understanding of good practice recruitment and selection processes.
- / Experience in using and maintaining human resources information systems, including running reports, and collating statistics.
- / Excellent verbal, written and electronic communication skills.
- / High level of attention to detail, initiative, flexibility and time management.
- / Act in a professional manner, promote and provide high quality customer service to clients and staff.
- / Well-developed interpersonal skills including the ability to develop rapport, empathy and to communicate effectively with people from a diverse range of backgrounds.
- / Incredible organisational skills with the ability to multi-task, and work to tight and competing deadlines - you've got a 'can-do' attitude.
- / Ability to work in a fast-paced environment.
- / Demonstrate commitment to creating and maintaining a positive team environment.
- / Ensure confidentiality is always maintained.
- / Valid NDIS check or willing to obtain one.
- / Current Drivers License

### **Desirable**

- / Experience in the Aged Care Industry.
- / An understanding and ability to interpret relevant award conditions.

## *Customer Service, the Helping Hand Way*

We deliver our service guided by our *Five Golden Standards*

- 1 We always offer choice.
- 2 We engage.
- 3 We speak clearly, politely and respectfully.
- 4 We deliver on our promises.
- 5 We make their day!

### *Helping Hand's Code of Conduct*

Our Code of Conduct reflects *The Helping Hand Way* and expects you to act with:

#### *Compassion*

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

#### *Respect*

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

#### *Excellence*

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

#### *Community*

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

### *Work, Health & Safety*

*Arrive Safe, Work Safe and Go Home Safe*

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do, it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety, report it. Hazards can turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it, be a part of the solution. We need your ideas, solutions, and feedback.
- / If you need equipment to do your job safely, make sure you use it. It's there to keep you safe.
- / If equipment isn't working properly, tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured, tell us straight away. Your supervisor will be able to help you.