

POSITION DESCRIPTION



Position Title:	Recruitment Partner
Reports To:	Manager Strategy & Partnerships
Salary/Classification Level:	Negotiated Salary Package
Reporting To This Position:	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's managers.

This role maintains prompt, timely and effective communication with candidates to promote a positive candidate experience.

Your Team

This position exists within the People & Culture team which is part of the Corporate Group. The People & Culture department is accountable to the Executive Manager People & Culture and supports the organisational strategic agenda through the provision of workforce strategy and operations.

The position reports to the Manager Strategy & Partnerships.

Other Key Relationships

The position works closely with all hiring managers and supervisors and all key stakeholders in recruitment including the Marketing department.

This role works closely with all People & Culture team members, operational and corporate administration staff, operational managers and leaders, and builds and maintains effective professional relationships with HR stakeholders.

Key Outcomes & 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.

This position description forms part of the contract of employment.

- / 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 site-based 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 in the developing 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
- / Ability to write in a clear, concise and grammatically correct manner
- / Well-developed interpersonal skills including the ability to develop rapport, empathy and to communicate effectively with people from a diverse range of backgrounds.

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- / Able to plan, organise, prioritise work and meet deadlines in an environment with competing demands
- / Able to use initiative and work with limited direction
- / Able to work effectively in a team
- / Strong customer service orientation
- / Ability to work in a fast pace environment
- / Demonstrate commitment to creating and maintaining a positive team environment
- / Ability to maintain confidentiality and handle highly sensitive information appropriately
- Computer literate in a Windows environment with good working knowledge of the Microsoft Office suite of software

Desirable

- / Experience in the aged care industry
- / Experience in PayGlobal database for payroll and/ or Scout
- / An understanding and ability to apply relevant award conditions.



Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 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 – 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.

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