

Job Description

Post title	Talent Engagement Coordinator
Grade	N5
Directorate	Operations
Team	People and Culture
Reporting to	Strategic People Partner – Talent & L&D
Responsible for	N/A

Job Purpose

As a Talent Engagement Coordinator, you will provide comprehensive coordination and administrative support across recruitment and onboarding activities, ensuring the efficient delivery of talent engagement processes and maintaining accurate recruitment information and records.

You will act as a key contact for candidates, managers and external providers, supporting recruitment campaigns from vacancy approval through to appointment and onboarding. The role will work closely with the Strategic People Partner – Talent & Learning Development to ensure a professional, efficient and customer-focused recruitment and onboarding service

Duties and responsibilities

Listed below are the responsibilities this role will be primarily responsible for:

- Coordinate end-to-end recruitment campaigns from vacancy approval through to appointment.
- Create and maintain vacancies within recruitment systems and advertising platforms.
- Prepare and process recruitment documentation, including advert packs, recruitment checklists and supporting materials.
- Monitor recruitment activity and proactively progress campaigns to ensure key milestones and deadlines are achieved.
- Independently coordinate and prioritise a portfolio of recruitment campaigns, monitoring milestones, identifying delays and taking appropriate action within agreed procedures.
- Act as a first point of contact for candidates throughout the recruitment process.
- Prepare and issue candidate communications, including acknowledgements, interview invitations, outcomes and onboarding information.
- Ensure candidates receive a professional, positive and inclusive experience throughout their recruitment journey.

- Provide managers and candidates with procedural guidance on routine recruitment, selection and onboarding requirements, referring matters requiring policy interpretation or professional judgement to the Talent Engagement Lead.
- Prepare interview documentation, assessment materials and supporting information for recruiting managers.
- Support the administration of recruitment panels and maintain records of recruitment decisions and outcomes.
- Update recruitment systems and trackers to ensure accurate reporting and campaign management.
- Coordinate pre-employment activity including references, right to work checks, DBS checks and other pre-employment requirements.
- Monitor progress of pre-employment checks and liaise with candidates, managers and external providers to resolve issues and minimise delays.
- Support the preparation and administration of employment offers and appointment documentation.
- Ensure all recruitment activity is completed in line with legislation, policy and organisational procedures.
- Coordinate onboarding activity to ensure new colleagues are effectively prepared for joining the Authority.
- Administer onboarding checklists, welcome communications and induction arrangements.
- Work with managers and internal stakeholders to support a positive new starter experience.
- Maintain onboarding records and monitor completion of onboarding activities.
- Maintain recruitment trackers, databases and management information.
- Produce regular recruitment reports and performance data.
- Collate and validate recruitment information, identify discrepancies or emerging process issues and take corrective action or escalate where appropriate.
- Take responsibility for the accuracy, completeness and timely progression of recruitment records and pre-employment activity within the campaigns allocated to the role.
- Support the Talent Engagement Lead with data collection, reporting and service improvement activity.
- Contribute to the ongoing improvement of recruitment and onboarding processes.
- Identify opportunities to improve efficiency, candidate experience and data quality.
- Support the implementation of new recruitment systems, processes and initiatives.
- Build effective working relationships with hiring managers, candidates and colleagues across the organisation.
- Maintain confidentiality and handle sensitive information appropriately.
- Contribute to the delivery of a professional, customer-focused and people-centred Talent and Learning service.

Organisational responsibilities

- **Communication**

We communicate effectively with our peers, partners and local authorities and work collaboratively to provide the best possible outcomes. Communication between teams, services and partner organisations is imperative in providing the best possible service to the region.

- **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and in using organisation information assets.

- **Health, Safety and Wellbeing**

We take responsibility for health, safety and wellbeing in accordance with the North East CA Health and Safety policy and procedures.

- **Performance Management**

We promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. You will contribute to the organisation's appraisal processes to ensure continuous learning and improvement and to increase organisational performance.

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by their manager.

Values and Behaviours

Our values and behaviours are the things that are important to us, individually and as a team. They articulate the way we want to conduct ourselves. Combined, they work together to make us who we are and we use them to anchor all that we do. The North East CA values are:

- Strive for brilliance
- One team
- Drive sustainability
- Make it happen
- Be inclusive

Inclusion, Diversity, Equality and Belonging

We are committed to creating a fairer North East where everyone can thrive with aspirational jobs, new skills, and better homes. All employees are responsible for taking proactive steps to eliminate discrimination, advance equal opportunities and foster good relationships in every aspect of their work.

Special requirements of post

- **DBS**

This post is not subject to a disclosure.

- **Politically restricted**

This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

Person specification

Job Title: Talent Engagement Coordinator

The following criteria will be used to shortlist at the application stage and will be further explored at the interview stage.

	Essential	Desirable
Qualifications	- GCSE English and Maths (Grade C/4 or above) or equivalent. - Evidence of continuing professional development.	- CIPD Level 3 Foundation Certificate in People Practice. - Business Administration qualification or equivalent.
Experience	- Experience of working in an administrative, coordination or customer-focused role. - Experience of managing competing priorities and deadlines. - Experience of maintaining accurate records and information systems. - Experience of providing support to a range of stakeholders and customers. - Experience of using Microsoft Office applications and digital systems. - Experience of coordinating activities, events, meetings or processes.	- Experience within a People & Culture, HR, recruitment or talent environment. - Experience of coordinating recruitment campaigns or onboarding activity. - Experience of using applicant tracking systems or recruitment platforms. - Experience of producing reports or management information. - Experience of working within a public sector environment. - Experience of supporting compliance-related administrative processes.
Skills and Knowledge	- Strong organisational and planning skills. - Excellent attention to detail and accuracy. - Strong written and verbal communication skills. - Ability to manage multiple tasks and priorities effectively. - Ability to work independently and use initiative within agreed procedures. - Strong customer service and stakeholder relationship skills. - Ability to maintain confidentiality and handle sensitive information appropriately.	- Knowledge of recruitment and onboarding processes. - Knowledge of employment-related checks including right to work, references and DBS requirements. - Understanding of equality, diversity and inclusion principles within recruitment.

	• Proficient in Microsoft Office applications, particularly Outlook, Word, Excel and Teams. • Ability to analyse information and identify discrepancies or issues requiring escalation. • Ability to maintain accurate recruitment data and produce management information and reports. • Knowledge of good administrative practices and record keeping.	• Experience of data reporting and performance monitoring. • Knowledge of GDPR and data protection requirements. • Understanding of candidate experience and customer journey principles.
Personal Qualities	• Highly organised and dependable. • Positive, professional and approachable. • Strong commitment to delivering excellent customer service. • Collaborative and willing to support colleagues across teams. • Proactive and solutions-focused. • Resilient and adaptable when managing changing priorities. • Takes responsibility for delivering high-quality work. • Builds positive and productive working relationships. • Committed to equality, inclusion and treating people fairly. • Demonstrates integrity and discretion when handling sensitive information. • Interest in recruitment, talent development and people practices. • Curious and committed to continuous improvement. • Enthusiastic about improving candidate and colleague experiences. • Comfortable suggesting new ideas and improvements to processes.	