

Job Description

Service Advisor – Resourcing

Grade: Staffordshire County Council Grade 7

Hours: 37 hours per week, working from home and offices in Willenhall

Responsible to: Senior Consultant - Resourcing

Key Accountabilities

To support the Senior and Principal Consultants in the effective delivery of one or more products or services to clients, with daily contact with customers and;

Resourcing and Talent Acquisition; including

- WMJobs jobs board and candidate attraction services
 - Executive resourcing services
 - Assessment and psychometrics
 - Recruitment System and associated processes
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- To maintain and develop detailed systems knowledge with an ability to provide advice and support on this to clients.
 - To negotiate product and service sales with clients and advise on best value-offer.
 - To advise on policy and service processes to ensure appropriate service delivery and compliance with legal requirements.
 - To effectively communicate and promote the services across the WME membership.
 - To develop and contribute to the delivery of training where required, on systems, practices or processes.
 - To gather and analyse information and data from multiple sources, writing reports as directed by the Consultants.
 - To operate as a member of the Corporate Services Tier (via matrix management) to work across the WME team to ensure services are

joined-up and delivered in line with consistent procedures and practices.

- To negotiate and broker work with membership organisations and associate consultants, including writing tender submissions.
- To support the delivery of corporate events and projects as required.
- To role model the WME value sin all areas of work.

Person Specification

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Qualifications / Professional Membership

- English and Maths –Grade C

Knowledge & Experience

- Evidence of providing a direct customer facing service to a high standard
- Evidence of providing support and advice in Resourcing and Talent Acquisition; including
 - WMJobs jobs board and candidate attraction services
 - Executive resourcing services
 - Assessment and psychometrics
 - Recruitment System and associated processes
- Experience of administrative procedures and practices, for example, Diary/course/event management, database maintenance, report writing, data input, collation and presentation using graphs, website updating, producing promotional material
- Knowledge and experience of working constructively with partners and other agencies in a busy, complex and customer focused environment.
- IT systems
 - Demonstrate an excellent knowledge of data protection and related legislation
 - Accurate and competent keyboard skills
 - Demonstrate a commitment to further training and development commensurate with the grade
- Experience of working under pressure and meeting tight deadlines

Skills

- Excellent communication skills both verbal and written across all levels, including the ability to produce reports, plans and present complex information to a variety of audiences
- Excellent internal consulting skills to support stakeholders in exploring issues and identifying approaches and solution
- Evidence of being able to foster a collaborative team working environment and a strong service culture that ensures delivery of efficient, effective, quality driven service to internal stakeholders
- Ability to partner with key stakeholders, owning and building strong, influencing relationships internally and externally, senior stakeholder engagement and management

Desirable

- Functional skills in one more or more area:
- Hay and/or NJC job evaluation trained
- Executive coaching
- Trained in delivery of 360 feedback
- Mediation
- Delivery of training in a specialist area
- Delivery of psychometric feedback