

# ual:

JOB DESCRIPTION	
<b>Job title:</b> Arts Temps Recruitment Administrator	<b>Accountable to:</b> Arts Temps Manager
<b>Contract length:</b> Permanent	<b>Hours per week:</b> 35 <b>Weeks per year:</b>
<b>Salary:</b> £28,000	
<b>Service:</b> Operations and External Affairs/Academic Enterprise/Arts Temps	<b>Location:</b> Central London
<b>Purpose of the role</b> <p>The purpose of this role is to be a key point of contact for Hiring Managers and candidates using the Arts Temps service. This is a fast-paced role and will require the post holder to not only deal with enquiries but manage multiple tasks within the recruitment lifecycle. The role holder will also provide excellent customer service for all key stakeholders.</p>	
<b>Duties and Responsibilities</b> <ul style="list-style-type: none"><li>• To be a key point of contact for Hiring Managers, students, and alumni</li><li>• To provide outstanding customer service to all customers - providing information on the Arts Temps recruitment process</li><li>• Manage the Arts Temps inbox and respond to all queries received via email, phone, or face to face in a friendly and honest manner, escalating where appropriate.</li><li>• Process staff bookings, ensuring the CRM system is kept up to date and accurate.</li><li>• Advertise opportunities via the Arts Temps jobs board, checking spelling, grammar, format, and content is appropriate.</li><li>• Arranging interviews and ensuring Hiring Managers and candidates receive confirmation in a timely manner.</li></ul>	
<b>Compliance</b> <ul style="list-style-type: none"><li>• Conduct Right to Work checks for all Arts Temps workers, following strict compliance procedures.</li><li>• Process DBS and credit checks when needed.</li><li>• Ensure relevant CRM system fields are updated with accurate Right to Work information</li></ul>	
<b>Other</b> <ul style="list-style-type: none"><li>• To undertake health and safety duties and responsibilities appropriate to the role.</li><li>• To work in accordance with the Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.</li><li>• To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the Planning, Review and Appraisal scheme and staff development opportunities.</li><li>• To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)</li><li>• To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.</li></ul>	

<ul style="list-style-type: none"> <li>To conduct all financial matters associated with the role accordance to policies and procedures, as laid down in the Financial Regulations.</li> </ul>
<p><b>Key Working Relationships</b></p> <ul style="list-style-type: none"> <li>Internal hiring managers</li> <li>UAL Students and Graduates</li> <li>UAL Finance</li> <li>UKVI, Home Office, Recruitment and Employment Confederation, London Living Wage Foundation, Capita, Phase 3 payroll bureau, Eploy</li> <li>UAL Departments</li> </ul>

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<ul style="list-style-type: none"> <li>Competent in Microsoft Word, Excel and Outlook and use of the web/ internet</li> <li>Knowledge of Right to Work procedures within the recruitment sector</li> </ul>
Relevant Experience	<ul style="list-style-type: none"> <li>Customer service experience</li> <li>Experience of working in a fast paced, high work volume agency and/or office</li> <li>Experience working with a CRM system or Applicant tracking System (ATS)</li> </ul>
Communication Skills	<ul style="list-style-type: none"> <li>Delivers excellent customer service - provides a positive and responsive student or Hiring Manager experience, by email, phone or face to face</li> <li>Communicates effectively orally and in writing</li> <li>Clearly delivers information</li> <li>Knows when and how to escalate issues</li> </ul>
Planning and Managing Resources	<ul style="list-style-type: none"> <li>Plans, prioritises and organises work to achieve objectives on time</li> <li>Uses resources effectively and with minimal waste</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>Supports colleagues to 'get the job done'</li> <li>Can be trusted to respond quickly to others questions/emails</li> <li>Works collaboratively in a team and where appropriate across sites and with other colleagues</li> </ul>
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> <li>Uses initiative to solve problems.</li> <li>Shares ideas and feedback from students</li> </ul>

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

Sam Taylor