**ROLE PROFILE**

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| **Role Title:** | | Onboarding and Induction Practitioner | **Leadership level:** | *To be determined at later phase* |
| **Post reference:** | | 20503 | **Job family:** | *To be determined at later phase* |
| **Grade:** | |  | **Location:** |  |
| **Allowances:** | |  | **Politically restricted post:** | Yes / No |
| **Area command / Department:** | | People Services | **Vetting level:** | RV |
| **Reporting to:** | | Talent Acquisition Manager | **Date accepted as a role profile:** |  |
| **Posts responsible for:** | |  | | |
| **Part A – Job Description** | | | | |
| **Overall purpose of the role:** | | | | |
| Develop and manage the onboarding and offboarding experience ensuring officers, staff and volunteers feel welcomed and supported, building cultural awareness and employee value to facilitate successful performance as well as recognising their contribution at the end of service. | | | | |
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| **1** | Lead on allocated themes from the recruitment delivery plan to develop and improve the candidate offering for the benefit of both the organisation and its staff. | | | |
| **2** | Support the design and build of a pre-boarding framework for internal and external candidates, providing timely follow-up with candidates and seeking feedback to ensure a positive candidate experience is maintained at all times. | | | |
| **3** | Work collaboratively with the wider acquisition team to ensure candidates are kept fully informed of progress at regular intervals and managers have made contact during the pre-boarding stage. | | | |
| **4** | Design, deliver and maintain policies and processes to ensure all logistical, technical and administrative aspects of onboarding and induction are available and maintained. | | | |
| **5** | Develop and maintain effective working relationships with internal and external stakeholders, to collaboratively identify and address emerging issues and areas for improvement. | | | |
| **6** | Support the development of initiatives, activities and events to improve the onboarding experience for all internal and external hires, proactively promoting the employer brand. | | | |
| **7** | Work collaboratively with specialist departments and hiring managers across the entire organisation to identify onboarding and induction improvements and to deliver a consistent approach to onboarding new hires. | | | |
| **8** | Undertake research to identify good practice and contribute to policy development to enhance the effectiveness of recruitment and onboarding and improve the experience of all those involved in the service. | | | |
| **9** | Support the development of policies, procedure, initiatives, activities and events to improve the offboarding/exit experience for all leavers, ensuring staff feel valued. | | | |
| **Part B – Scope of contacts** | | | | |
| **Internal / External relationships:** | | | | |
| **Internal:** People Services, Finance, Resources and People Development teams.  **External**: Education providers, Industry professionals, other forces and external agencies. | | | | |

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| **Part C – Competencies and Values** |
| **Northumbria competencies and values framework (NCVF)** |
| *Level – tbc* |

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| **Part D – Continuous Professional Development (CPD) role 6 months to** *be determined* | |
| **First 6 months** | |
| 1 | Establish strong connections with key stakeholders within depts/areas that have been assigned building trust and confidence in induction and onboarding delivery. |
| 2 | Establish understanding of leavers and exit process, Engage ATS system, induction packages and delivery and supporting policies and procedures that sit alongside these areas on IIS. |
| 3 | Assess improvements and adaptations to current onboarding and induction processes to enhance offering to new starters in the organisation. |
| 4 | Assess improvements and adaptations to current exit and leavers processes to enhance offering to officers/staff and volunteers leaving the organisation. |
| **12 months and beyond** | |
| 5 | Expand induction and onboarding knowledge through external networking, through connections in other forces/organisations or attending networking events to expand understanding and shape new ideas. |
| 6 | Implement changes to onboarding/induction processes and ensure changes are analysed for effectiveness and impact on new starters and their hiring managers. |
| 7 | Implement changes to exit/leavers processes and ensure changes are analysed for effectiveness and impact on leavers from the force and their line managers (working closely with people support function). |

**Part E - PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | * Qualified at level 3 in Customer Service or a similar discipline, or equivalent experience. * Ability to coordinate a wide range of activities and information generating options and recommendations. | * Experience working within the public sector. * Experience managing and delivering recruitment frameworks. | Application/interview/  CPD |
| Planning and organising | Ability to plan, prioritise and complete various projects simultaneously. | Experience of reporting against targets. | Application/interview/  CPD |
| Problem solving and initiative | Initiative to deliver a service in innovative ways. | Evidence of ability to think critically, consistently looking beyond the obvious and exploring alternatives. | Application/interview/  CPD |
| Management and teamwork | Experience in leading and developing others.  Ability to build strong working relationships. |  | Application/interview/  CPD |
| Communicating and influencing | Excellent interpersonal skills.  Ability to communicate information clearly and succinctly, both verbally and in writing. | Drive and ability to motivate others. | Application/interview/  CPD |
| Other skills and behaviours | Self-motivation, initiative and drive, and the ability to demonstrate professional resilience. | Evidence of continuous improvement with a strong focus on candidate experience or customer service ethos. | Application/interview/  CPD |