POSITION DESCRIPTION

Position Title: Recruitment Advisor
Organisation Unit: Human Resources
Classification: HEW Level 6

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) is one of Australia’s leading teaching and research universities. For more than a century, UQ has educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks among the world’s top universities, and with a strong focus on teaching excellence, UQ has won more national teaching awards than any other Australian university. UQ’s 264,000 graduates are an engaged network of global alumni spanning more than 170 countries, and include approximately 14,000 PhDs. More than 52,000 current students, including more than 16,400 postgraduate students and approximately 18,000 international students from 135 countries, currently study across UQ’s three campuses in South East Queensland.

UQ’s six faculties, eight globally recognised research institutes and more than 100 research centres attract an interdisciplinary community of 1,500 scientists, social scientists and engineers who champion research excellence and continue UQ’s tradition of research leadership. This is reflected in UQ being awarded more Australian Research Council funding ($25.8 million) for fellowships and awards commencing in 2017 than any other Australian university. UQ is also one of only three Australian members of the global Universitas 21; a founding member of the Group of Eight (Go8) universities; a member of Universities Australia; and one of only three Australian charter members of the global edX consortium for massive open online courses (MOOCs).

Human Resources

UQ Human Resources is responsible for enabling achievement of the University’s strategic ambitions through attracting, developing and retaining talented, engaged and high performing staff. This in turn enables University staff to better support our current and future students. UQ Human Resources provides high quality human resource management guidance and expertise, through effective policy development, constructive advice and efficient administrative services. We are building a team of strategic HR professionals to provide outstanding, client focused, proactive, and cost effective solutions and services for all UQ staff.

The key specialist service areas of Human Resources are:

- HR Client Services
- People Services
- Workplace Relations
- Workplace Diversity and Inclusion
- Organisational Leadership and Development
DUTY STATEMENT

Primary Purpose

The Recruitment Advisor is accountable for ensuring that hiring managers and candidates receive the best possible customer experience, and for delivering an exceptional end-to-end internal and external recruitment service to meet the needs of the University. The role provides support, consultancy, and advice to Hiring Managers and key stakeholders on recruitment solutions, policies, procedures and requirements throughout the recruitment process. This may also include coordinating approvals on recruitment selection decisions and actions and where necessary escalating complex and sensitive matters for resolution.

The role ensures all recruitment advice and support services are in compliance with relevant policies and/or external legislative and regulatory controls. As a member of the Recruitment Services team, the Recruitment Advisor supports the implementation of recruitment projects and initiatives aligned to client needs and the broader HR strategy.

Duties

Duties and responsibilities include, but are not limited to:

- Builds and maintains strong working relationships and rapport with key stakeholders across the University, acting as the trusted advisor to clients in the delivery of high quality, well aligned and reliable services that meet their needs.

- Manages the delivery of clear, accurate and responsive recruitment advice to meet the recruitment needs of the client group, including position descriptions, job advertisements, interview guides, candidate screening, assessment centres, talent sourcing and participation in selection committees where appropriate to enable the successful attraction and hiring of key talent, as well specific advice on available recruitment channels and proactive sourcing strategies.

- Contributes to the development of client recruitment strategies and plans aligned to current and future HR trends, and the ongoing operational needs for the University.

- Manages the compliance of all recruitment services with governance protocols, ensuring that University policies and procedures, as well as legislative requirements, are followed and adopted appropriately and consistently in the client portfolio.

- Reviews client satisfaction feedback on the quality, efficiency and effectiveness of recruitment advice and services provided against agreed standards, identifying issues and gaps, and implementing changes and improvements.

- Engages and collaborates with HR specialist service teams and HR professional services staff, facilitating a seamless and effective interface between recruitment and operational activities, and leveraging internal best practice systems and approaches.

- Identifies opportunities to drive recruitment projects and supports the implementation of key recruitment initiatives ensuring alignment to client operational plans, business unit objectives and the UQ HR strategy.
• Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
  o the University’s Code of Conduct.
  o requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School.
  o the adoption of sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures.
  o requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University.

Organisational Relationships

The Recruitment Advisor reports to the Team Lead, Recruitment Services, and works closely with HR specialist services and an assigned client portfolio.

SELECTION CRITERIA

• Degree qualifications in HR, Business or a related field with subsequent relevant experience in recruitment and/or equivalent combination of relevant training and professional experience.

• Experience as a recruiter, delivering client focused end-to-end recruitment services in a high volume environment, working with established policy frameworks to meet desired outcomes and results.

• Strong organisational and time management skills with a high degree of drive, initiative, outcome orientation and the capacity to manage multiple and often conflicting priorities.

• Ability to establish and maintain productive working relationships with key stakeholders and establish and become a trusted recruitment adviser to key clients.

• Strong communication, negotiation and influencing skills to support delivery of HR recruitment advice and the implementation of key HR and change initiatives.

• Demonstrated experience in using eRecruitment systems, preferably PageUp People with excellent computer skills would be highly regarded.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage for further information and points of contact if you require additional support.