

Role Description

Recruitment Administrator

Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Education Standards Authority
Division/Branch/Unit	Strategy & Capability People and Culture directorate
Role number	TBC
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	223112
PCAT Code	1128392
Date of Approval	24 May 2024

Agency overview

The NSW Education Standards Authority (NESA) works with the NSW community to drive improvements in student achievement.

We are an independent statutory authority reporting to an independent Board and the NSW Minister for Education and Early Childhood Learning.

Making sure all children and young people in NSW leave school ready to take advantage of life's opportunities, as well as to rise to its inevitable challenges, is at the heart of what we do.

We achieve this by supporting all school sectors (public, catholic and independent) to deliver the best possible outcomes for students through:

- high-quality syllabuses.
- assessment, including managing the HSC and NAPLAN.
- teaching standards, such as the accreditation of teachers to work in NSW schools.
- school environments, including setting and monitoring school standards.

To find out more about the important work we do for NSW visit our [website](#).

Primary purpose of the role

The Recruitment Administrator provides professional administrative support across the end-to-end recruitment process to enable efficient and effective service delivery to hiring managers and the provision of high-quality candidate care. This role is responsible for delivering accurate and timely administrative support activities to the broader team and contributing to the continuous improvement of administrative practices to streamline operations and enhance stakeholder experience.

Key accountabilities

- Provide the full range of recruitment administrative support services including online advertising, preparing panel documentation, collating shortlisting results, inviting candidates to interview, issuing correspondence, conducting referee and background checks, drafting letters of offer, sending onboarding documentation to payroll, and moving candidates through the various stages of the hiring process via the online recruitment system to support successful hiring practices across the organisation
- Develop monitor and maintain systems for ensuring that all recruitment administrative matters are dealt with in a timely, consistent, and efficient manner and to a high-quality standard to meet business needs and expectations
- Respond to a range of candidate enquiries relating to process and submission guidelines and disseminate information to candidates by phone, email and the online recruitment system to provide accurate and timely advice and support a positive candidate experience
- Manage shared email inboxes including responding to enquiries and escalating to other team members as appropriate to provide accurate and timely advice to the business
- Independently problem-solve routine administrative matters to support an efficient, stakeholder-focused hiring experience for hiring managers and candidates
- Manage recruitment record keeping in line with privacy and data retention requirements to ensure all recruitment records are accurate and stored securely
- Assist with generating reports and providing accurate data on recruitment service metrics to assist the Senior Recruitment Partner and the Recruitment Manager in identifying trends and managing performance to support continuous improvement
- Maintain awareness of and comply with relevant legislation, policy obligations and processes to deliver compliant and effective outcomes

Key challenges

- Developing effective administrative processes and procedures in the context of varied existing online and information systems, and promoting adoption across the team
- Consistently delivering stakeholder-focused services which are aligned with business needs
- Delivering accurate and timely administrative services to tight deadlines and managing competing priorities during peak workload periods

Key relationships

Who	Why
Internal	
Senior Recruitment Partner (Manager)	<ul style="list-style-type: none"> • Provide advice and contribute to decision making • Escalate issues, keep informed and receive guidance • Participate in meetings and discussions to share information, input and feedback • Identify sensitive issues, risk and opportunities and propose solutions • Provide regular updates on progress towards business objectives and discuss future directions

Work team	<ul style="list-style-type: none"> • Work collaboratively to achieve business outcomes and a positive employee experience • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice • Provide own perspective and share information
People Operations Directorate	<ul style="list-style-type: none"> • Collaborate to problem solve HR issues and deliver a seamless HR service
Hiring managers and recruitment panels	<ul style="list-style-type: none"> • Provide recruitment administrative support services which are compliant with agency and sector practices, policies and legislation
External	
Job applicants (both internal and external)	<ul style="list-style-type: none"> • Provide a seamless and respectful candidate experience with a high focus on candidate care.

Role dimensions

Decision Making

Decisions are made in accordance with NESAs and/or Directorate documented policies and procedures including the Code of Ethics and Conduct.

Reporting line

This role reports to the Senior Recruitment Partner

Direct reporting

Nil

Essential Requirements

- Demonstrated experience in the delivery of a range of administrative services in a high-volume, fast-paced environment where practices must adhere to defined organisational expectations.
- Demonstrated problem-solving skills to resolve day-to-day recruitment administration queries.
- Good written and verbal communication skills to write routine advice to hiring managers and candidates.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.





This role also utilises an occupation specific capability set which contains information from the Human Resource Professionals Capability Set.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.



Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth, and develop and apply new skills Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult 	Intermediate
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Focus on key points and speak in plain English Clearly explain and present ideas and arguments Listen to others to gain an understanding and ask appropriate, respectful questions Promote the use of inclusive language and assist others to adjust where necessary Monitor own and others' non-verbal cues and adapt where necessary Write and prepare material that is well structured and easy to follow Communicate routine technical information clearly 	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organization Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers 	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies, to work with others 	Intermediate


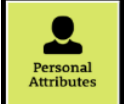
FOCUS CAPABILITIES


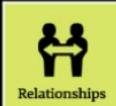
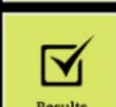

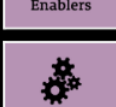

Capability group/sets	Capability name	Behavioural indicators	Level
	<p>Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate
	<p>Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational

 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate