Recruitment Coordinator

Position Details

Reports to: Recruitment Manager

Location: Generic

District/Service Centre: Generic

Shift work/non shift work: non shift work

Group: People

Remuneration range: Band B

PHPF Level Purpose: Individual Contributor

Employee Type: Police Employee

Direct reports: Nil

Delegated financial authority: N/A

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

People Group

The People group provides advice and services to the 12,000 employees of New Zealand Police. Particular emphasis is placed on supporting New Zealand Police's 2,100 supervisors and managers with the goal of improving the overall leadership and management capability of frontline supervisors and managers.

The Constabulary Recruitment team is responsible for recruiting between 600 – 650 constabulary employees annually, this is to cover both growth and attrition. The team work in partnership with Districts to understand their needs and priorities, and to develop district based attraction strategies to enable them to deliver a steady supply of recruits into the required districts.

Purpose

The purpose of the People Group is to enable our people to deliver Our Business.

To support the delivery of these outcomes the Recruitment Coordinator will manage the initial stages of the selection process, for an assigned portfolio, and to consistently deliver a positive recruitment experience by achieving high levels of customer service.

The purpose of leadership in this role is to deliver (or enable others to deliver) Our Business.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training

2. Service delivery

- Manage a high volume portfolio ensuring that initial vetting checks, risk assessments, and phone conversations with applicants are conducted within the agreed timescales.
- Pursue all follow-up activity and actions as required as part of the initial selection process, obtaining all relevant information to determine applicant suitability including background checks, credit reports and medical clearance.
- Review information to make an initial recommendation as to whether an applicant will be progressed using agreed guidelines.
- Coordinate and book applicants onto assessment days.
- Provide support to the Selection Specialist on assessment days as required, ensuring the security and availability of testing materials.
- Assist with other recruitment activities as required, including reference checking, academic and personality profiles, and marking of typing tests.
- Ensure digital and physical records are accurate and kept up-to-date, including Springboard, SharePoint and applicant files.

3. Customer service

- Manage key relationships within assigned portfolio, ensuring any issues are identified, resolved, or escalated in a timely manner.
- Maintain regular contact with applicants throughout the initial selection process, ensuring their expectations are managed, advising them of progress, and addressing any enquires, concerns or issues as they arise.
- Manage all enquiries and respond quickly, ensuring any issues are escalated in a timely manner.

4. Communication

- Communicate with integrity, courage and respect.
- Maintain confidentiality and discretion when managing complex, sensitive and confidential issues and/or information.
- Communicate effectively with people from diverse backgrounds, and in a manner which is culturally sensitive.
- Use the most effective mode of communication for the situation.
- Show flexibility in approaches to different situations when it is apparent that a method or approach is inappropriate or not effective.

5. Team work

- Proactively assist and support others within the team, working together and individually to achieve and improve service performance.
- Encourage and support open and honest communication with colleagues whilst working together to strive for continuous improvement.
- Contribute to a positive team environment.

6. Relationship management

- Develop and maintain effective working relationships with internal and external stakeholders including, but not limited to;
    - Applicants
    - Police National Headquarters, District Staff, and other Police personnel
    - Literacy, Education and Test Providers
    - External Government agencies

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.
3. general health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- A non-core Children's Worker security check is required

Qualifications

- Tertiary qualification ideal but not essential.