## Recruitment Administrator – Enquiries/Assessment

## Aim of post

* To be the first point of contact for potential foster parent applicants.
* To deliver a first class service to all new foster parent applicants.
* To ensure that all enquiries are dealt with professionally and within agreed timeframes.
* To oversee the administrative quality assurance aspects of the assessment process.
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* Work within a team to achieve performance targets.

## Responsibilities

* To respond to all new fostering enquiries, including inbound calls, email, text and online.
* To ensure that each applicant receives an informed and timely response to their enquiry.
* Build initial relationships with potential applicants
* Answer potential queries for applicants
* Ensure that all applicants’ details are logged accurately and in a timely fashion on the CRM system.
* Administration of invitations and reminders of a range of recruitment events.
* Carry out statutory checks required for the assessment process.
* Answer potential queries for applicants
* Ensure that all applicants’ details are logged accurately and in a timely fashion on the CRM system.
* Work with the Assessment Manager to ensure that assessment documents are of the highest standard.

## Skills and requirements

* Experience of delivering exceptional customer service
* Excellent communication skills both written and verbal.
* Ability to work on own initiative as well as part of a team
* IT literate (specifically Word, Excel, Outlook, CRM systems)
* A willingness to learn
* Ability to work in a fast paced environment where high performance is expected and valued
* Have a friendly telephone manner
* Be able to deal with high volume of calls
* Professional and positive attitude
* Ability to prioritise and manage time effectively

**Working Relationships**

* Reporting to the Head of Recruitment
* Working closely with the Assessment Managers and other members of the recruitment team
* Working closely with all other staff as required.