

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Recruitment and Compliance Assistant

HR, Resources Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

The Recruitment and Compliance Assistant provides essential administrative and operational support to the Talent Acquisition function, ensuring recruitment onboarding and pre-employment checks are completed accurately, efficiently and in line with legislation and Council policy.

The role supports a positive candidate experience by acting as a first point of contact for recruitment queries, supporting high-volume recruitment activity and progressing successful candidates into employment in a timely and compliant manner.

Accountable to:

This role is accountable to the Talent Acquisition Manager. The role sits within the HR Services, part of the Resources Directorate in West Northamptonshire Council.

Responsibilities:

1. Undertake recruitment onboarding activities, including requesting and tracking references, conducting right to work and DBS checks, and completing all pre-employment screening to ensure full compliance with legislation, regulatory requirements and organisational policy, resulting in safe and timely hiring decisions.
2. Use Tribepad (applicant tracking system) to prepare and issue offer letters and onboarding documentation accurately and efficiently, following agreed templates and processes to deliver a consistent and professional candidate experience.
3. Monitor and track onboarding progress, proactively following up on outstanding checks to minimize delays and ensure candidates are fully cleared to start within agreed timelines.
4. Act as the first point of contact for all recruitment queries via the shared inbox, resolve routine enquiries promptly and escalating complex matters appropriately, ensuring a responsive and supportive service to candidates and hiring managers whilst delivering excellent customer service.
5. Provide advice and practical guidance to hiring managers on internal recruitment and selection processes, ensuring they understand the correct steps and documentation requirements, and follow best practice and legal requirements. Challenge managers or escalate concerns where necessary to uphold organisational values and ensure equitable treatment of all applicants.
6. Maintain accurate and compliant records across recruitment and HR systems, ensuring all personal data is processed and stored securely in line with GDPR, contributing to strong audit readiness and data integrity.
7. Support Talent Acquisition Officers with shortlisting and interview administration for high-volume recruitment, applying agreed criteria and guidelines to ensure fair, efficient and quality assured selection processes.
8. Ensure CQC (Care Quality Commission) compliance for regulated roles, including completing telephone verification of references and documenting checks accurately, supporting the organisations commitment to safe and high-quality care provision.

9. Support the investigation of Freedom of Information (FOI) requests related to recruitment and selection, by gathering, manipulating and reviewing relevant data, ensuring accuracy and completeness. Draft clear and compliant FOI responses for signoff by the Talent Acquisition Manager, ensuring all activity is completed within statutory timeframes.-
10. Support establishment management, by checking the details given on all new roles against the details on our ERP Gold system and correcting any inaccuracies as required.
11. Producing data reporting and management information as required, particularly in relation to vacancies on the establishment and statistics relating to onboarding and time to hire data.
12. Supporting the wider recruitment team with social media posting relating to our vacancies and employer brand, across a range of platforms including Facebook and LinkedIn.
13. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
14. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
15. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Clear and professional verbal and written communication skills, to provide practical guidance to managers and candidates, and the ability to draft professional correspondence	Essential	A, I
Strong organisational skills with the ability to prioritise and manage multiple tasks with a high level of accuracy and attention to detail	Essential	A, I
Ability to show initiative and actively solve operational problems and to resolve queries.	Essential	A, I
Ability to manipulate, check and interpret data to support reporting and FOI responses	Essential	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.).	Essential	A, T, I

Knowledge:	Essential / Desirable	Measured by
Understanding of recruitment and onboarding processes	Essential	A, I
Understanding of GDPR and the importance of managing confidential information securely	Essential	A,I
Awareness of employment legislation related to recruitment, right to work checks, inclusive and fair non-discriminatory recruitment practices	Essential	A, I
Knowledge of CQC (Care Quality Commission) compliance requirements related to recruitment	Desirable	A,I

Relevant experience:	Essential / Desirable	Measured by
Experience working in a recruitment, HR administration or high-volume administrative role, maintaining accurate records in HR/Recruitment or data management systems.	Essential	A, I
Experience delivering responsive customer service via email inboxes or shared communication channels	Essential	A, I
Experience managing onboarding processes such as reference requests, right to work checks and pre-employment screening	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to GCSE level (or equivalent) including English and Maths	Essential	A, D
Evidence of continued professional development relevant to HR, recruitment or administration	Essential	A, I
CIPD Level 3 (completed or working towards) or equivalent HR qualification	Desirable	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Job family & salary band:	Professional Support Band 4	Worker type:	Part-flexible
People management responsibility:	N/A	Budget responsibility:	N/A

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.



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