

Job Description

Job Title: Retention Assistant

POSCODE:

Grade: 4

Overall purpose of the job

Our employees are key to us delivering vital services to our citizens.

As part of the recruitment team, this role will focus on colleague retention by engaging with leavers, conducting exit interviews and reviewing exit questionnaires.

This role will identify and analyse patterns and feedback to the HR advisory teams with recommendations where appropriate.

Main accountabilities

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1.	Exit Interviews <ul style="list-style-type: none"> • Arrange and carry out exit interviews with leavers in-line with the current processes • Create a positive environment to gain honest and constructive feedback from leavers through direct discussions. • Allow leavers to feel they have had a voice and leave the organisation having had a positive exit experience. • Immediately raise any serious concerns to relevant HR contact for further investigation • Ensure an accurate, confidential and effective service by maintaining systems and process confidential information in accordance with the policies and procedures
2.	Exit Questionnaires <ul style="list-style-type: none"> • Collate and analyse responses from the online ERP exit questionnaires. • Feedback data and patterns identified to relevant stakeholders in a structured and timely way. • Identify opportunities to improve the questionnaire and/or process in collaboration with HR Advisory team.
3.	Analysis and recommendations <ul style="list-style-type: none"> • Use data to challenge and recommend changes to management practice and internal policies and processes to improve retention. • Provide monthly reports on leavers and a quarterly report for Directorate Management Teams with recommendations for improvements or actions where possible. • Identify opportunities to ensure employees feel engaged and connected to the organisation and ensure these are shared with the HR Team.
4.	Team Support <ul style="list-style-type: none"> • Support the Retention advisor with carrying out engagement interviews with new starters as required

5.	Communication and promotion <ul style="list-style-type: none"> Promote the exit interview service to the organisation to encourage higher uptake Communicate messages clearly and appropriately Attend team/ service meetings Work with key internal stakeholders
6.	Inclusion <ul style="list-style-type: none"> Ensure that all aspects of retention activity is mindful of and fosters an inclusive culture, where each individual is valued for their contribution, and all barriers are removed.
7.	GENERAL <ul style="list-style-type: none"> Work on own initiative and manage own time effectively Ability to travel to conduct face to face exit interviews as required
8.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
9.	Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
GCSE	General Education to GCSE standard with an A-C grade in English & Maths or equivalent standard.	Essential

Identify	Describe	Essential/ Desirable
Knowledge		
Some knowledge and understanding of employment legislation	Knowledge and understanding of equalities legislation, GDPR and data protection	Desirable
Recruitment knowledge	Knowledge across all aspects of best practice in terms of recruitment processes	Desirable
Knowledge of effective communication principles	Communication methods to a wide range of audiences	Essential
Knowledge of Cambridgeshire County Council policies and procedures		Desirable
Skills		

IT skills – including working knowledge of Microsoft 365 applications	IT skills, sufficient for accurate data inputting, effective record management, producing letters and other documents, and providing statistical information	Essential
Excellent interpersonal, listening and communication skills	Have the personal qualities and skills to promote open and constructive working relationship with managers and colleagues.	Essential
Ability to self-motivate and work on own initiative.	Able to manage conflicting priorities to meet deadlines and targets.	Essential
Attention to detail	Demonstrates careful attention to detail and the ability to check all work for accuracy and quality standards.	Essential
Interpret and analyse data	Ability to collect and analyse relevant data and information from a range of sources.	Essential
Summarise and present findings	Ability to promote and present findings and solutions in a focused, constructive and clear manner, via a range of media	Essential
Resilience	Ability to work in a challenging and demanding environment	Essential
Committed to ongoing personal and role development	Can evidence personal development	Desirable
Experience		
Relationship Building	Experience of developing strong and effective relationships across internal and external stakeholders.	Essential
Experience of using spreadsheets, databases, word processors, and a range of computer applications		Essential
Record keeping	Ability to maintain accurate data.	Essential
Other		
Travel	Ability and willingness to work flexibly, including travel to and work at different locations as required	Essential
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential

Disclosure level

What disclosure level is required for this post?	None ✓	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid ✓	Field	Remote	Mobile
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