

Job Description and Person Specification

Role: Recruitment and Onboarding Apprentice



Job Description

Job Title	Recruitment and Onboarding Apprentice
Grade	Apprentice
Service	People and Culture
Reports to	Recruitment and Onboarding Officer
Location	One Friargate/Hybrid
Job Evaluation Code	N/A



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

To support the Recruiting and Onboarding Team and the wider People and Culture Team to deliver a comprehensive and professional Service. Working closely with the Recruitment and Onboarding Officer and several other internal and external partners you will provide a variety of administrative and project support related to recruitment and onboarding and apprentice recruitment, training and promotion.

Main Duties & Key Accountabilities

As an apprentice you will receive training and support to undertake the following tasks:

- Provide administrative support to the Recruitment and Onboarding Team across the end-to-end recruitment process, including vacancy advertising, interview arrangements, pre-employment checks, and the preparation of offer documentation, ensuring accuracy and attention to detail.
- Use HR and recruitment IT systems and databases to accurately input, update, and retrieve recruitment, onboarding, and compliance information in line with legislation, policies, and procedures.
- Assist in posting and maintaining job advertisements across internal platforms, job boards, and social media channels to help promote vacancies and reach wider and more diverse candidate pools.
- Monitor and respond to enquiries from internal and external stakeholders via telephone, email, and shared inboxes, ensuring messages are handled professionally and information is recorded accurately.
- Attend and actively participate in training and development activities to build the knowledge, skills, and behaviours required for the role and apprenticeship.
- Support recruitment engagement activities, including attendance at careers events, recruitment fairs, or outreach activities, to develop recruitment knowledge and promote the organisation as an employer.
- Provide administrative and project support to the Apprenticeship and Early Careers Team.
- Understand, follow, and work in accordance with council policies, procedures, and equality, diversity and inclusion principles.
- Handle sensitive information responsibly and securely, in line with data protection and information security policies.
- To fulfil the requirements to achieve the Level 3 Recruiter Apprenticeship Standard.
- Undertake any other duties and responsibilities appropriate to the role within the range of the salary grade.

Key relationships

External Applicant Tracking System provider (Tribepad) Job Centre Schools/Colleges The National Apprenticeship Service	Internal Recruitment and Onboarding Team Apprenticeship and Early Careers Team People & Culture Team People Services Job Shop
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: N/A
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Person specification

Job Evaluation Code	N/A
Knowledge	
<ul style="list-style-type: none"> An awareness of Local Government services and how the Recruitment and Onboarding team support these. 	
<ul style="list-style-type: none"> An understanding of general office and administrative processes. 	
<ul style="list-style-type: none"> Fundamental IT and digital skills, such as using Microsoft packages, email, and entering data accurately. 	
<ul style="list-style-type: none"> An awareness of good customer service principles and the importance of professionalism. 	
<ul style="list-style-type: none"> An understanding of confidentiality, data handling, and information security in an HR or recruitment setting. 	
<ul style="list-style-type: none"> An understanding of equality, diversity and inclusion in the workplace. 	
<ul style="list-style-type: none"> An awareness of Data Protection principles (e.g. GDPR) and how they apply in an office environment. 	
<ul style="list-style-type: none"> A basic understanding of how digital channels and social media platforms can be used to promote vacancies and reach diverse audiences. 	
Skills and Abilities	
<ul style="list-style-type: none"> Proficient keyboard and IT skills, with the willingness and ability to learn Microsoft 365, HR and recruitment systems. 	
<ul style="list-style-type: none"> Clear and professional communication skills, both verbal and written, including communicating by phone, email, and face-to-face. 	
<ul style="list-style-type: none"> The ability to follow defined processes and procedures accurately. 	
<ul style="list-style-type: none"> Strong organisational skills, with the ability to prioritise tasks and work to deadlines. 	
<ul style="list-style-type: none"> Attention to detail, particularly when handling candidate information and documentation. 	
<ul style="list-style-type: none"> The ability to maintain confidentiality and handle sensitive information appropriately. 	
<ul style="list-style-type: none"> The ability to work effectively as part of a team while also managing own workload. 	
<ul style="list-style-type: none"> A positive, flexible, and proactive approach to learning and problem-solving. 	
Experience	
<ul style="list-style-type: none"> No previous experience is required. 	
<ul style="list-style-type: none"> Any experience gained through education, voluntary work, part-time employment, or work placements that demonstrates administration, customer service, or teamwork skills would be beneficial but not essential. 	

Qualifications			
<ul style="list-style-type: none"> Age at start of Apprenticeship 16-18: GCSE Maths and English at grade 4/C or above, or equivalent e.g. Functional Skills Level 2. If not, you will be required to complete Level 2 Functional Skills in Maths and English as part of the apprenticeship. 			
<ul style="list-style-type: none"> Age at start of Apprenticeship 19+: GCSE Maths and English at grade 4/C or above, or equivalent e.g. Functional Skills Level 2. If not, you must achieve a minimum of Functional Skills Entry Level 3 as part of the assessment process. 			
<ul style="list-style-type: none"> Ability to complete Level 3 Recruiter Apprenticeship Standard. 			
Special Requirements			
<ul style="list-style-type: none"> Must not have already completed the Level 3 Recruiter Apprenticeship Standard or be otherwise ineligible to undertake it. 			
Date Created	January 2026	Date Reviewed	January 2026