



Recruitment Service Manager

HOURS OF WORK: MONDAY TO FRIDAY – 37.5 Hours Per Week

TIME: 9am-5pm

LOCATION: Working from HCPA Head Office, Welwyn Garden City

REPORTS TO: Head of Operations

SALARY : £30,000 pa

SCOPE OF JOB

Working in a busy office in Welwyn Garden City: You will manage the smooth running of Herts Good care recruitment Service and lead all HCPA recruitment related projects. You and your team will make placements into our member's organisations, write and input candidate profiles, advertisements and maintain contact with prospective candidates and provider enquiries.

MAIN DUTIES AND RESPONSIBILITIES

1. Managing recruiters, resourcers and marketing staff
2. Seek new candidates for service and signing up to training
3. Seeking new providers to use the service
4. Meet candidate and income targets
5. Take enquires from candidates and providers regarding the service
6. Working with the recruitment manager to ensure the Herts Good Care website is up to date with Profiles and Adverts.
7. Assisting with recruitment events and Herts Good Care Campaign
8. Liaising with recruitment candidates to keep them current
9. Liaising with companies to take bookings for advertisements
10. Working with potential and ongoing recruitment partners
11. Organising interviews and work experience for candidates and providers
12. Collecting feedback on candidates, providers and training for candidates
13. Ensuring quality of the recruitment service including liaising with marketing
14. Requesting and tracking invoices for successful placements
15. Managing aspects of specific recruitment projects
16. Any general tasks as requested which contribute to the smooth running of HCPA

Health & Safety

You will be required to adhere to Health and Safety requirements and instructions and bring to notice any apparent shortcomings or potential hazards.

Supervision

Supervision with Head of Operations plus an annual appraisal.

The duties and responsibilities outlined above do not represent a full list of the tasks the postholder will be expected to perform. Also it is recognised that the duties of all posts are subject to change



from time to time. Alterations to duties and responsibilities and performance of similar tasks within the scope of and at the same level will be expected. The postholder will be consulted before major changes to duties and responsibilities by management.

Knowledge Experience and Training

Experience working in recruitment or sales management

Experience of working in an office environment

Excellent Customer Service skills essential

Excellent IT skills are essential.

Skills & Abilities

To work independently.

To present information accurately and clearly.

To communicate clearly and with confidence by phone and professionally by email.

To remain professional and focused and be an ambassador and exemplar for the company.

To work with a wide range of people in a way which demonstrates commitment to anti-discriminatory practice.

To manage own workload and meet deadlines.

To work with Microsoft Office – particularly Outlook, Word, Excel and PowerPoint.

Own Car is essential

Personal Qualities

A really good communicator (face to face and on the telephone) who enjoys working with people and can manage a team. Committed to the company ethos of helping our members raise their quality standards. Well-presented and tidy. Keen eye for detail and use of professional language in all communications. Ability to be punctual.

PROBATION: this job will be subject to a 3 month probation period