

ROLE PROFILE

Job Title	Recruitment Manager, Central Services
Business Unit / Group Function	Central Services
BU Team / Sub-Function	Human Resources
Location	Strathclyde Business Park
Leader	HR Business Partner, Central Services
People Leadership	No
Job Level	4A
<p>Role Purpose Deliver professional in-house recruitment expertise and end to end resourcing across a diverse range of roles and functions within Central Services. Working directly with hiring leaders, HR function and external recruitment partners to deliver the successful recruitment of high performing candidates whilst ensuring an excellent experience for all.</p>	
<ul style="list-style-type: none"> • Lead, manage and support the end to end Recruitment and Selection process, ensuring best practice is applied and policy/process adherence, working closely with hiring managers and HRBP/HR Advisor to create and execute tailored resourcing plans, providing advice and guidance throughout to ensure successful outcomes. • Maintain the Careers Hub in order to proactively manage the volume of vacancies/candidates across the Central Services. • Undertake screening activities and providing appropriate short-lists as agreed. • Work closely with the HR function to ensure an understanding of workforce/resource plans and talent requirements as well as providing expertise and solutions that deliver against them. • Develop and produce regular reports and statistics on the recruitment processes to help monitor performance, make recommendations and aid decision-making. Measure and monitor recruitment activity and campaigns, producing meaningful management data and reports as required. Ensure data input and management to our HRIS. • Provide advice and coaching for hiring leaders across the relevant Business Unit on recruitment processes and proactive candidate management. Lead or support with interviews where required. • Build and maintain a pipeline of external talent across maximising the channels available such as internal employee referrals, Linked In network and speculative enquiries. Deliver an excellent candidate experience and the achievement of all recruitment KPI's. • Focusing on direct sourcing, target passive candidates through networking, online databases, employee referrals, strategic partnership, and other innovative programs. Ensure promotion of our employer brand to build a diverse talent pool and minimise advertising and agency spend. 	

- Manage the recruitment partners through regular review, agree competitive term of business and maintain strong communication and relationships. Ensure engagement with our business and brands to ensure candidate experiences are managed to the required standard.
- Manage the relationship and processes with external recruitment agencies to ensure consistent T&Cs are applied.

Created by:	Kirsty Morris
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HRBP:	Kirsty Morris
Date of last revision:	October 2021

<p>Delivering Results & Meeting Customer Expectations</p> <ul style="list-style-type: none"> • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals. 	<p>Analysing</p> <ul style="list-style-type: none"> • Analyses numerical data, verbal data and all other sources of information • Breaks information into component parts, patterns and relationships • Probes for further information or greater understanding of a problem • Makes rational judgements from the available information and analysis • Produces workable solutions to a range of problems • Demonstrates an understanding of how one issue may be a part of a much larger system
<p>Relating and Networking</p> <ul style="list-style-type: none"> • Establishes good relationships with customers and staff • Builds wide and effective networks of contacts inside and outside the organisation • Relates well to people at all levels • Manages conflict 	<p>Persuading & Influencing</p> <ul style="list-style-type: none"> • Makes a strong personal impression on others • Gains clear agreement and commitment from others by persuading, convincing and negotiating • Promotes ideas on behalf of self or others • Makes effective use of political processes to influence and persuade others • Builds strong, trusted relationships within the functional team and key stakeholders
<p>Deciding & Initiating Action</p> <ul style="list-style-type: none"> • Makes prompt, clear decisions which may involve tough choices or considered risks • Takes responsibility for actions, projects and people • Takes initiative and acts with confidence • Initiates and generates activity 	<p>Coping with Pressures and Setbacks</p> <ul style="list-style-type: none"> • Works productively in a pressurised environment • Keeps emotions under control during difficult situations • Handles criticism well and learns from it

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| | <ul style="list-style-type: none">• Balances the demands of a work life and a personal life.• Maintains a positive outlook at work. |
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Skills and Qualifications:

- In-house recruitment experience with significant experience of Central Services roles (e.g. Legal, Finance and HR)
- Qualified to undertake selection testing- Level A and Level B – preferable
- Significant experience of recruiting for Central Services teams and roles
- Experience and expertise in digital media recruitment tools such as LinkedIn, online Jobs board experience.
- Proficiency in Competency Based Interviewing alongside knowledge of a wide range of selection techniques
- Experience in implementing effective strategies for sourcing passive candidates
- Strong IT/Technical competence with an ability to generate reports and analyse data
- Knowledge of ATS/Recruitment systems as well as job boards/social media
- Experience of managing stakeholder relationships and influencing across a range of levels
- Must be able to plan and prioritize against competing priorities and multiple searches, manage candidates/hiring managers against tight timelines and use metrics to show results
- Experience in implementing effective strategies for sourcing passive candidates
- Excellent listening, written and verbal communication skills