

Parliamentary and Health Service Ombudsman

Talent Acquisition Manager

Salary £40,978 & Benefits

The Parliamentary and Health Service Ombudsman is building a new HR team to address the needs of today and ensure the business is fit for the future. There is much to be part of, from helping us establish working in a new hybrid environment, to implementing our new HR system, to ensuring all our people policies support new ways of working, to helping equip our managers to be the best they can be.

About us:

We currently have around 450 employees based at our two sites in Manchester and London, with ambitious plans to grow our service, and our staff numbers, to deliver our new Corporate Strategy. Our vision is to be an exemplary public services ombudsman by providing an independent, impartial and fair complaints resolution service, while using our casework to help raise standards and improve public services.

We look into complaints where someone believes there has been injustice or hardship because an organisation has not acted properly or has given a poor service and not put things right. If we decide that the organisation has got things wrong, we may make recommendations for it to put them right. This can include explanations, apologies and recommendations for the service to learn and improve.

Our work is central to helping public services recover from the impact of COVID-19.

Our values of **independence**, **fairness**, **transparency** and **excellence** resonate through everything that we do.

Talent Acquisition Manager Role

We are currently recruiting for a Talent Acquisition Manager for our HR Division based in our Manchester office. The role reports into the Senior HR Business Partner and will lead on all aspects of talent and resourcing.

The purpose of this role is to lead, develop and implement a proactive and strategic approach to employee resourcing. As a key member of the team, you will ensure that PHSO connects, engages and attracts diverse talent from the widest possible audience. We are looking for someone who can find the right people, at the right time, on the right terms, who is expert in converting initial interest to firm applications. You will work closely with HR

colleagues to ensure the provision of a seamless and joined up end to end recruitment service to the organisation.

You will work with senior managers and HR Business Partners to understand resource requirements and develop resourcing strategies that meet both current and future organisational needs. You will be the recruitment subject matter expert, implementing and leading recruitment plans and campaigns, introducing innovative ways of working to deliver an efficient and effective recruitment service. Working with various key stakeholders across the business and the digital marketing team you will develop an employer value proposition that will go to market.

You will have strong knowledge and experience of managing and designing recruitment campaigns at all levels of job roles. You will demonstrate a good understanding of equality and diversity issues with particular reference to attracting and appointing staff and will have experience of using computer software packages with particular reference to ATS systems, Microsoft Word and Excel.

Experience of developing and implementing an EVP and leading the management of social media in this area as well as working with 3rd party suppliers for the delivery of short-term temporary workers would be advantageous..

At PHSO our motto is “live well, work well”. We offer a generous range of benefits including membership of the Civil Service Pension Scheme, a highly competitive holiday scheme, flexi-time and hybrid work. Alongside this there’s also a range of CPD, wellbeing and employee assistance programmes that are geared to support development and growth.

The PHSO is committed to equality, diversity and inclusion in employment and welcome applications from all members of the community.

For further information, please speak to our project team XXXXXX
Names, Numbers, Email Addresses, Closing Date & Link to Microsite

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