**University of London**

**Job Specification**

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| Job Title: | **Senior Manager (Recruitment)** |
| Department: | **Human Resources (Recruitment)** |
| Level: | **8** |
| Post Number: |  |

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| **Job Purpose:** | * To lead the delivery of a comprehensive, end-to-end, best practice Recruitment service for the University that delivers the right talent, in the right post, at the right time; ensuring that internal customers, applicants, candidates and prospective employees all receive high quality, responsive customer service. * To work collaboratively as a member of the HR Senior Management Team (SMT) to deliver seamless, integrated, customer-focused HR services across the University in line with the People Strategy, identifying and acting on opportunities for improved efficiency and customer experience and driving continuous improvement. * To manage, coach and develop the Recruitment Team to enable high performance and delivery of business outcomes. |

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| **Requirements of the role** | |
| **General**   1. As the subject matter expert on Recruitment and recruitment at all organisational levels, provide comprehensive, customer-focused support to internal stakeholders, advising on best practice Recruitment strategies, recruitment methods, and the University’s policies and procedures, and ensuring queries are effectively dealt with. 2. Meet regularly with senior managers to discuss their recruitment and workforce planning needs, collaborating with other HR teams to ensure recruitment advice and guidance are seamlessly integrated with other HR advice and guidance. 3. Ensure the needs of hiring managers are understood and translated into effective recruitment methodologies, and that they are aware of policies, procedures, approval requirements and timelines that affect the recruitment process. 4. Document and maintain effective recruitment and associated administrative processes (including recruitment for all contract types, right to work checks, visas, DBS etc) and records connected with the recruitment process, overseeing the quality of all outputs and seeking opportunities for continuous improvement, eg:  * Identifying and acting on ways to optimise the pool of applicants and speed of successful recruitment. * Ensuring the most appropriate assessment criteria are used. * Providing management information showing impact of recruitment activities against business needs. * Seeking ways to optimise the University of London brand as an employer in an increasingly competitive market.  1. Lead the Recruitment team to ensure effective recruitment methods and provision of good customer service to applicants and hiring managers throughout the process, which includes:  * Recruitment (including Advertising). * Offer letters and Contracts. * Verification (eg Reference requests) and onboarding of new starters. * Visa applications, Certificate of Sponsorship Applications (Tier 2/5), liaising with UK Visas and Immigration Service. * Recruitment system (JobTrain) and HR System (Business World) queries and issues. * General recruitment query resolution during the process (eg queries from applicants, candidates, hiring managers, other staff, etc). * Ensuring a seamless handover of new employee processes to Employment Services.  1. Act as the senior point of contact for Disclosure and Barring Service (DBS) and UKVI queries, with responsibility for ensuring all recruitment and onboarding practices comply with UKVI requirements. To include responsibility for meeting the requirements of the University’s sponsorship licence (for employees), and submission of the licence renewal applications on time. 2. Overall responsibility for job evaluation, including carrying out evaluations, organising panels and ensuring all roles are evaluated in line with University procedures and providing advice on composition of Job Descriptions to ensure consistency across all areas, accuracy and relevance. 3. Develop and maintain effective relationships with external recruitment agencies (including those on our PSL) and our recruitment advertising agency. 4. Analyse recruitment data to provide meaningful management information to accompany the quarterly People Dashboard that goes to VCEG. 5. Ensure recruitment expenditure is within agreed parameters, escalating any variances or overspends to the Deputy Director as they arise. 6. Develop constructive relationships with senior managers across the University and colleagues in HR to understand the drivers of high performance and nuances for successful recruitment to diverse roles (eg Academic roles, professional services and other corporate roles).   **Management responsibilities**   1. Provide motivational leadership and professional development to Recruitment colleagues by role-modelling team values, collaborative working, open communication, mentoring, coaching and sharing experience, knowledge and good practice, so that the team delivers high quality partnering to the University. 2. Provide supportive line management to direct reports, coaching for effective performance and development, carrying out regular 121s and team meetings to ensure effective prioritisation, supervision and management of workload, and paying attention to wellbeing. 3. As a member of the HR SMT, be responsible for providing updates on recruitment activity at the HR team meetings, ensuring an update is ready for each meeting. |  |
| **Continuous improvement**   1. Be collectively responsible with other HR SMT leads for pro-active cross-team working across HR, ensuring regular cross-team meetings that provide all colleagues with dedicated time to meet and discuss operational issues and ideas for resolution, and keeping the HR Senior Leadership Team informed of progress and developments. 2. Contribute to service improvement initiatives, developing and documenting best practice processes in collaboration with HR colleagues across all teams, taking a lead where Recruitment aspects play a key role. |  |
| **HR Professional & Sector knowledge**   1. Maintain and develop recruitment/HR expertise (eg contract legislation, UK Visa and Immigration, DBS, GDPR), policy and procedure, cascading and sharing knowledge and best practice. |  |
| **Other duties**   1. Actively follow and promote the University’s policies, including the Dignity at Work and Equal Opportunities policies 2. Maintain an awareness of and observe fire and health and safety regulations 3. Any other duties consistent with the grade and scope of the post, or as reasonably required of the post-holder by the reporting manager |  |

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| **Reports To:** | Deputy Director of HR (Partnering & Recruitment) |
| **Responsible for:** | Recruitment Advisor (Academic), Recruitment Advisor (Corporate), Recruitment Administrator |
| **Additional demands of the role:** | The University operates a Hybrid Working framework involving a mix of working from home and attendance at the office. |

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| **Person Specification** |
| **EXPERIENCE & JOB-RELATED QUALITIES**  *Essential*  Previous experience or other demonstrable capacity of effectiveness in the following:   * Managing a successful recruitment operation in a complex organisation made up of diverse professional/workforce populations, partnering with internal clients to understand Recruitment needs and providing high quality services to hiring managers, applicants and candidates. * Composing advertising copy and supporting materials and liaising with recruitment consultants, temporary agencies, headhunters etc. * Successfully negotiating rates and contracts and managing relationships with recruitment agencies. * Effective and compliant management of UKVI and DBS procedures. * Building excellent working relationships with internal and external stakeholders at all levels. * Developing high quality documentation to support recruitment activities (eg templates, policies and procedures). * Working with a substantial, deadline-sensitive, often pressurised workload (with an emphasis on prompt service delivery and a ‘can-do’ approach), characterised by regular interruption and changing priorities. * Excellent organisational skills and the ability to manage time (own and others’) effectively under pressure to ensure deadlines are met and that output is of a high standard. * Team working with a strong customer-service focus, backed up by a can-do approach and a willingness to flex workload and help others during periods of time pressure. * Providing supportive line management and being responsible for team delivery.   *Desirable*   * Experience of recruitment in the Higher Education/Public sector and private sector. |
| **TECHNICAL KNOWLEDGE & SKILLS**  *Essential*   * Excellent understanding of different recruitment methodologies and their applicability for different roles and workforce types. * A comprehensive knowledge of relevant employment legislation (including a deep understanding of UKVI and DBS requirements) and a commitment to maintaining up to date knowledge and continuing professional development. * Negotiation and relationship management skills. * Excellent IT skills, incorporating MS Office Suite and applicant tracking systems (ATS) with the confidence to learn and willingness to pick up new packages and skills. * Competency in researching information using the internet. * Data analysis and report writing skills. * Knowledge of contemporary recruitment/applicant tracking systems.   *Desirable*   * Knowledge of JobTrain and Business World |
| **EDUCATION & PROFESSIONAL QUALIFICATIONS**  *Essential*   * No specific educational qualifications, but the post-holder must be numerate and literate to the high standards required by the activities of the role, including writing advertising copy and supporting materials, management of a recruitment budget, data analysis and the presentation of insightful management information.   *Desirable*   * CIPD qualified |
| **PERSONAL QUALITIES**  *Essential*   * Displays curiosity, humility, empathy, and openness to other perspectives. * Is self-aware, understanding the impact of own actions on others and knowing when a change in approach may be needed. * Is self-confident, with professional gravitas and strong influencing and interpersonal skills to challenge constructively, build rapport and influence strategic decision-makers. * A supportive manager who enables others to work at their best, and develops professionalism and high performance in others. * A good communicator, with excellent presentation and facilitation skills, able to translate complex data and messages for different audiences. * Stays calm and displays personal resilience in a crisis. * A good communicator, with excellent presentation and facilitation skills, able to translate complex data and messages for different audiences. * Pro-actively addresses conflict, sensitively, objectively and constructively. |