



Post:	Recruitment Manager
Delegated Authority	Level 5
Team:	Human Resources Department
Responsible to:	Director of HR & OD
Responsible for:	Recruitment Administrators X2

Job Purpose

To take a lead role in managing and developing effective processes, resources, procedures and people to recruit SHP staff with the right values, skills and knowledge to play their part in preventing homelessness and transforming lives, whether as front line workers, managers or head office staff.

This will involve: managing and designing recruitment campaigns and assessment and selection processes; predicting and meeting future staff demands; advising, coaching and training managers; managing and developing a team; developing efficient systems, policies and procedures.

Key Accountabilities

1.0 MANAGING RECRUITMENT ACTIVITY

- 1.1 Ensuring that SHP promotes itself effectively in a variety of media as an attractive employer, as an organisation where people can work to make a difference to the lives of vulnerable people and in which to develop a fulfilling career.
- 1.2 Providing relevant recruitment, selection and assessment advice and expertise to add value to planned recruitment activity or to help shape new activity
- 1.3 Ensuring that advertising and selection activities are carried out accurately, effectively and on time.
- 1.4 Ensuring that recruiting managers, recruitment media, applicants and candidates receive high quality customer service and are provided with all the information that they need for effective advertising, application

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- 1.5 Using data to identify and predict resourcing requirements for SHP and carrying out proactive and rolling recruitment campaigns to meet needs, for example for locum and trainee staff and other categories, as required

2.0 COMPLIANCE, SAFEGUARDING AND ONBOARDING

- 2.1 Ensure that criminal record and other personal data is legally processed in recruitment and selection processes and decisions
- 2.2 Ensure that right to work, DBS reports, appropriate references and other pre-employment check information is obtained quickly and properly considered before employment offers are made
- 2.3 Ensure that all people that SHP are carrying out checks for are kept informed about the checking progress, are motivated to help speed up the provision of information and are kept interested in joining SHP.
- 2.4 Ensure that all required new starter information for Payroll, HR and other SHP departments is accurately collected and shared in line with General Data Protection Regulations

3.0 BUDGET AND FINANCIAL MANAGEMENT

- 3.1 Ensuring that expenditure on recruitment advertising and other activities is cost effective and within budget and to contribute to the annual budget setting process for recruitment activity
- 3.2 Ensure that agency staff costs are monitored weekly and minimised through effective and timely permanent recruitment, building the locum bank and transferring agency workers to locum status.

4.0 INTERNAL COMMUNICATION AND EXTERNAL NETWORKING

- 4.1 Visit SHP services and network with SHP staff in meetings to understand job roles and recruitment needs and develop rapport and influence with colleagues
- 4.2 Take part in external networking groups, conferences, briefings etc to learn from and share with other recruitment and resourcing professionals
- 4.3 Liaise with SHP recruitment service providers and temp agency suppliers to keep informed about market conditions, external opportunities, competitor practice etc
- 4.4 Develop relationships with other organisations to develop candidate and applicant pipelines, for example Universities, Apprenticeship Providers, Peer Mentor programmes in SHP and externally

5.0 SYSTEMS, POLICIES AND PROCEDURES

- 5.1 Ensure that online and other advertising, recruitment and candidate management systems are fit for purpose and develop with SHP's needs
- 5.2 Maintain and develop current recruitment and related policies and procedures

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- 5.3 Coach and train managers and staff in SHP recruitment systems, policies and procedures
- 5.4 Ensure that managers understand and comply with recruitment policies and procedures consistently

6.0 MONITORING, EVALUATION AND IMPROVEMENT

- 6.1 Collect useful information from candidates, internal recruiters and elsewhere about what is working and what can be improved in SHP's recruitment activities to make it more effective
- 6.2 Produce performance reports to demonstrate how effective recruitment activity is and to track improvement and progress towards targets, for example reports on the time to fill vacancies, hard to fill roles, vacancy rate, agency costs and diversity of recruits etc
- 6.3 Manage a continuous cycle of monitoring and improvement

7.0 TEAM WORKING

- 7.1 Work closely with other member of the HR Department to achieve shared aims and objectives relating to recruitment, the broader people agenda and SHP wide objectives and initiatives.
- 7.2 Work with HR colleagues to provide reciprocal cover in each other's absence or at times of exceptional work demand.
- 7.3 Carry out any other projects, tasks or duties commensurate to the level of the post, as reasonably required to support the HR & OD Dept or Central Services.

8.0 PEOPLE MANAGEMENT

- 8.1 Manage and develop the Recruitment Administrators so that they carry out their roles effectively and develop their skills, experience and career and are managed in line with SHP's values and procedures.
- 8.2 To ensure that the team's staff are recruited and inducted in line with Recruitment, Induction and Probationary policies and procedures.
- 8.3 To ensure that staff are managed, valued and developed in line with Equality and Diversity, Supervision, Appraisal, Training and Performance Management policies and procedures. This will include setting targets, reviewing and monitoring performance and development.
- 8.4 To ensure that staff attendance is managed in line with Annual Leave, other leave and Sickness policies and procedures. This will include recording and approving all leave and carrying out sickness absence return to work and review meetings as appropriate.
- 8.5 To support good team communication and morale, reward and recognise staff and ensure that conflict is managed supportively and in line with relevant policies and procedures.

9. RISK AND HEALTH AND SAFETY MANAGEMENT

- 9.1. To understand and ensure that staff understand that management of risk is the responsibility of everyone and will be achieved within a progressive, honest and open

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environment. This will be achieved through ensuring that the necessary understanding, training and support is provided.

- 9.2. To carry out appropriate duties in line with SHP Business Continuity Policy and the 'local response' plan and ensure that staff are familiar with their roles.
- 9.3. To ensure that all duties and responsibilities of this post are carried out in compliance with the Health & Safety at Work Act 1974, Statutory Regulations and Organisational Policies and Procedures.
- 9.4. To attend relevant training and access specialist advice where required in meeting the above responsibilities.
- 9.5. To ensure that staff are aware of their responsibilities under SHP Health and Safety policies and have completed the required training.

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Technical and Professional Know-How required for Effective Performance

- Experience of designing and conducting fair and objective recruitment selection and assessment processes for a variety of types and levels of roles in an organisation.
- Experience of attracting candidates using a variety of methods, including advertising, social media, jobs fairs, educational institutions etc
- Experience of advising managers on appropriate recruitment approaches to meet their specific needs
- The demonstrable ability to develop recruitment processes, systems and policies
- Experience of using online candidate management systems, spreadsheets and other business software to carry out key areas of the role
- The ability to manage a team and coordinate projects involving the team, colleagues from other departments and external parties.
- Skills in communicating effectively in a variety of written formats, such as adverts, job profiles, procedures and guidance.

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Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
Analytical Thinking (The ability to give proper consideration to problems and to come up with good solutions.)	Gathers the required information to solve problems <ul style="list-style-type: none"> ▪ Steps back from the problem and thinks about what information is required. ▪ Collects the information required to solve the problem. ▪ Draws upon and learns from previous experiences of self and others. ▪ Organises the information in a logical way. 	1
	Sifts and analyses information <ul style="list-style-type: none"> ▪ Processes information quickly and draws accurate conclusions. ▪ Breaks down problems into their parts, identifies cause and effect. ▪ Makes accurate deductions. ▪ Evaluates whether arguments or cases are complete or sound. ▪ Challenges incorrect information or discrepancies. ▪ Reflects on what they've done and learns from it. 	2
	Solves complex and strategic problems <ul style="list-style-type: none"> ▪ Sees beyond the immediate issue. ▪ Considers the wider and strategic implications. ▪ Takes into account wider political, social and economic factors. ▪ Is able to articulate abstract and complex problems... ▪ Carries out analysis of complex information in order to identify the main issues. ▪ Considers the whole process or situation from different angles. ▪ Proposes new or original solutions. 	3
Commitment and Drive (The ability to take the initiative and achieve targets and results)	Is conscientious and professional <ul style="list-style-type: none"> ▪ Meet targets and deadlines. ▪ Do what they say they are going to do. ▪ Prepares properly for meetings and events. ▪ Complies with defined policies and procedures. ▪ Understands the need to evidence what we do. ▪ Completes paperwork and reports in line with standards. 	1
	Is proactive and solution focused <ul style="list-style-type: none"> ▪ Is enthusiastic and positive in what they do. ▪ Do things before they need to be told. ▪ Find solutions for themselves. ▪ Knows when to make decisions and when to seek support from others ▪ Is flexible and adapts response according to the 	2

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	situation while working within. SHP policies and procedures.	
	<p>Goes the extra mile</p> <ul style="list-style-type: none"> ▪ Willingly take on extra tasks and/ or responsibilities outside of their current role. ▪ Look for and enjoy new challenges and opportunities. ▪ Achieve results through their own motivation and drive. ▪ Starts and carries through new projects. ▪ Consistently achieve high standards for themselves (and others). 	3
<p>Efficiency and Effectiveness</p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p>Organises own work</p> <ul style="list-style-type: none"> ▪ Thinks ahead about what needs to be done. ▪ Sets clear priorities for work. ▪ Shows good attention to detail; checks work for accuracy. ▪ Keeps files and other paperwork up to date. ▪ Knows where to find things. ▪ Meets targets and deadlines. 	1
	<p>Consistently delivers work on time and to standards</p> <ul style="list-style-type: none"> ▪ Produces work quickly ▪ Meets quality standards. ▪ Plans work and projects, sets clear milestones. ▪ Monitors progress and takes action where performance deviates from plan. ▪ Juggles several tasks and projects at any one time without letting any drop. 	2
	<p>Ensures that others deliver work on time and to standards</p> <ul style="list-style-type: none"> ▪ Communicates expectations of standards and timescales to others. ▪ Holds others accountable for delivering on time and to standards. ▪ Constructively and decisively deals with performance issues. ▪ Allocates resources in line with organisational priorities. ▪ Delegates tasks and projects effectively. ▪ Ensures that projects and initiatives are planned and executed in conjunction with other departments. 	3
<p>Teamworking</p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p>Supports and considers others</p> <ul style="list-style-type: none"> ▪ Does their fair share. ▪ Is flexible and is prepared to help with things which are outside their own role ▪ Sees when others are struggling and offers help. ▪ Owns their decisions and does not pass the buck. ▪ Actively contributes to team meetings. ▪ Shares knowledge and ideas with colleagues. 	1

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	<ul style="list-style-type: none"> ▪ Actively supports other teams across SHP. ▪ Promotes SHP as an organisation inside and outside the organisation. 	
	<p>Builds team spirit</p> <ul style="list-style-type: none"> ▪ Acts to promote cooperation in the team. ▪ Emphasises the strengths of the team and builds on them. ▪ Offers support and coaching when required. ▪ Proactively identifies and manages conflict within the team. ▪ Takes collective responsibility for team actions and decisions. ▪ Represents the team positively to others in SHP. 	2
	<p>Promotes teamwork across SHP</p> <ul style="list-style-type: none"> ▪ Actively encourages teams across SHP to share best practice and new ideas. ▪ Ensures that each team understands how they contribute to the organisation as a whole. ▪ Finds out what other departments are doing to see if they can learn from them or to share ideas. ▪ Ensures that each service/area promotes SHP as a whole externally and internally. 	3
<p>Effective communication</p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p>Communicates clearly</p> <ul style="list-style-type: none"> ▪ Can talk to different types of people effectively. ▪ Checks that they have been understood. ▪ Speaks to people in a respectful and courteous manner. ▪ Respects and takes into account cultural differences. ▪ Uses appropriate body language. ▪ Writes clearly and concisely. ▪ Uses appropriate methods of communication. 	1
	<p>Shows warmth and consideration to others</p> <ul style="list-style-type: none"> ▪ Is open and honest. ▪ Makes every effort to put people at their ease. ▪ Is a good listener; gives people time. ▪ Takes time to tune into what others are really thinking and feeling. ▪ Is very aware of their own emotions and feelings and how these impact on others 	2
	<p>Influences people inside and outside the organisation</p> <ul style="list-style-type: none"> ▪ Speaks with enthusiasm and conviction. ▪ Networks effectively inside and outside of SHP. ▪ Adapts their style and approach to the needs of the audience. ▪ Presents information so that others understand and are engaged. ▪ Sells the benefits of their proposals to others. ▪ Finds win- win results for both parties in a 	3

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	negotiation.	
Resilience (The ability to deal with situations with clients and colleagues with confidence.)	Is self aware <ul style="list-style-type: none"> ▪ Takes time to reflect on actions and behaviours and learn from them. ▪ Admits when they make mistakes and learns from them. ▪ Has the confidence to review what works and does not work. ▪ Is aware of their own strengths and areas for development. ▪ Takes responsibility for their own learning. 	1
	Is assertive and self confident <ul style="list-style-type: none"> ▪ Presents self in a confident manner. ▪ Raises issues in a constructive way. ▪ Able to make clear decisions and act on them. ▪ Remains calm and self controlled in challenging situations. ▪ Acts decisively and appropriately in a crisis. 	2
	Demonstrates authority <ul style="list-style-type: none"> ▪ Prepared to make difficult or unpopular decisions, when required and stand by them. ▪ Balances being tough minded with sensitivity. ▪ Accepts and responds to constructive feedback. ▪ Delegates appropriately and has the confidence to trust that staff will deliver. ▪ Supports SHP policy or strategy in the face of challenges. 	3
Leadership (The ability to motivate, develop and inspire others.)	Acts consistently with staff <ul style="list-style-type: none"> ▪ Sets and communicates clear targets and expectations to staff. ▪ Is approachable and shows genuine concern for others. ▪ Makes sure that staff have the information that they need to do their jobs. ▪ Monitors staff performance. ▪ Deals with poor performance in a timely way. ▪ Interprets policies and procedures in the same way as other managers. ▪ Acts in line with SHP values. 	1
	Encourages and develops others <ul style="list-style-type: none"> ▪ Helps others to see what they can achieve and how they could develop. ▪ Recognises and builds upon others strengths and expertise. ▪ Praises individuals and the team for a job well done. ▪ Gives constructive feedback, both positive and negative with evidence. ▪ Encourages others to state their views and contribute to the team. ▪ Shares problems with the team and asks for their 	2

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	input. <ul style="list-style-type: none"> ▪ Recognises when the team or individual is stuck and works with them to find a way forward. 	
	Wins others commitment to their compelling vision <ul style="list-style-type: none"> ▪ Articulates a clear picture of their vision, explaining how it aligns with the SHP vision. ▪ Explains the bigger picture to staff; gives them the context. ▪ Explain how the vision can be achieved. ▪ Pulls together other departments and teams to achieve the vision. ▪ Motivates staff to do more than they ever thought possible. ▪ Role models SHP values. 	3
Putting the Customer First (The willingness and ability to deliver the best possible person centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)	Builds effective relationships with customers <ul style="list-style-type: none"> ▪ Makes themselves available for the customer. ▪ Treats people with respect and courtesy ▪ Explores with customers their specific needs ▪ Is very clear with boundaries – the customers and their own. ▪ Recognises that SHP exists to provide a service to our customers. 	1
	Finds positive solutions to meet customer needs <ul style="list-style-type: none"> ▪ Actively seeks and offers alternative ways of meeting customers needs ▪ Is responsive to customer problems, and works with them to resolve problems promptly. ▪ Foresees problems rather than waiting for them to happen ▪ Asks for feedback from customers about the service provided, and acts on it. ▪ Establishes effective working relationships with other agencies to meet customer needs. ▪ Knows when to refer on to other agencies. 	2
	Takes actions to improve customer service <ul style="list-style-type: none"> ▪ Asks for others' ideas about how service can be improved. ▪ Looks for ways to make procedures and systems more customer-friendly. ▪ Involves customers in continuously improving the service. ▪ Collaborates with other agencies and organisations to promote joint working. ▪ Ensures that customer feedback affects real change across SHP. 	3

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<p>Embracing Change and Innovation</p> <p>(The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p>Responds positively to change</p> <ul style="list-style-type: none"> ▪ Sees the positive aspects of change. ▪ Is flexible and adapts easily to new requirements. ▪ Is willing to learn and to take on new skills. ▪ Offers constructive alternatives if they disagree with a change. 	1
	<p>Generates new ideas</p> <ul style="list-style-type: none"> ▪ Challenges the way that things are done now and proposes a better way. ▪ Comes up with creative solutions and ideas. ▪ Seeks new ways of working in partnerships. ▪ Asks for others ideas on how changes and new ideas can be implemented. ▪ Looks for new opportunities for promoting SHP. 	2
	<p>Is entrepreneurial</p> <ul style="list-style-type: none"> ▪ Finds innovative solutions for improving the service. ▪ Look for many different ways of creating new business. ▪ Seizes opportunities to respond creatively to strategic external agendas. 	3
	<p>Leads change and innovation</p> <ul style="list-style-type: none"> ▪ Initiates change and new ideas that will have a positive impact on the organisation. ▪ Gains commitment through their positive attitude. ▪ Encourages others to come up with creative ideas and approaches. ▪ Asks for others ideas on how changes and new ideas can be implemented. ▪ Uses a number of approaches, if necessary, to gain commitment. 	4

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