

NEW WAYS OF WORKING COORDINATOR

RECRUITMENT SERVICES STRATEGIC PARTNERSHIP
(RSSP)

Hiring Manager: Julie Towers / Mike Chapman

If you'd like to have a confidential conversation about this role,
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ABOUT THE ROLE

Brief

- We're Penna. We help our clients **find**, **excite** and **secure** the right talent.
- We've recently won a new seven-year RPO contract, to deliver all permanent recruitment for a prestigious government department. This new contract goes live in April 2022.
- This new and exciting contract mandates the role of New Ways of Working Coordinator, who will be accountable for managing the project and governance aspects of the Recruitment Services Strategic Partnership (RSSP) a large scale client government RPO contract.
- And in return, you'll work with a friendly, supportive team and enjoy all the benefits you'd expect from an organisation with a global network.

Role Purpose

- Working with the Contract and Resourcing Business Directors you will ensure that the contract commitments, governance and review programme are managed and delivered and identify and co-ordinate project tasks and activities.
- You will spend time creating and managing governance programmes, attending meetings, liaising with project leads noting meetings, creating and aligning agenda's; ensuring that contractual requirements are monitored and delivered; and that the programme to deliver new ways of working is on track and dependencies identified.

WHAT YOU'LL DO

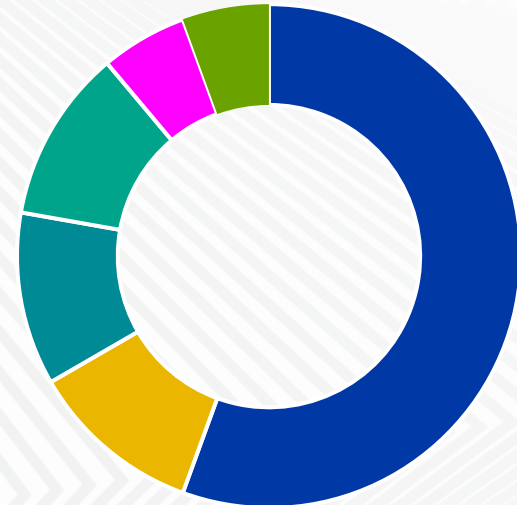
Key Accountabilities & Responsibilities

- Develop and manage the governance review programme for the contract
- Develop a programme plan for reviews, governance and monitoring to meet the contractual and internal requirements.
- Agenda, arrange and attend all key meetings, taking detailed notes/action plans and collaborating with colleagues to deliver on outcomes and commitments.
- Be a strong communicator, keep stakeholders up-to-date with progress and act as key point of contact and escalation.
- Work collegiately with our client and internal stakeholders, ideally be comfortable chairing as appropriate; and acting as corporate memory and conscience during meetings to aid the development of action planning for delivery.
- Align activity, escalations and responsibilities as appropriate.
- Manage a dashboard of KPI's and monitoring and present performance in collaboration with our Performance/Data Manager.
- Create an easily navigable and shared approach to data and information – creating a library of referral points for the contract to call upon as required.
- Update and train members of the RSSP team on the governance and reporting requirements.
- Coordinate action plans and identify risks/issues and monitor progress.
- Co-ordinate the handover between improvement interventions and Adecco Labs into business as usual and upskilling.
- Manage business change, developing communication and engagement activities to support behavioural and process change to embed new ways of working.
- Regularly review and develop the governance process and implement continual improvement as appropriate.
- Have a focus on and be accountable for contract performance monitoring and data flow.
- Understand and champion equalities, diversity and inclusion.

WHAT YOU'LL DO

- Be responsible for drafting and coordinating communications and engagement with the recruitment community
- Arranging and facilitating meetings and programmes of change. Cross referencing data and information, ensuring KPI's and programme plans are kept up to date
- Flag risks and escalate issues as appropriate
- Provide timely and informative communication across a range of internal and external stakeholders

A typical week might be



- Governance, planning, monitoring
- Data management and presenting
- Agenda, diary management
- Stakeholder management
- Process review and improvement
- Learning and Development

KEY RELATIONSHIPS

PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Director, RSSP Leadership team	Line Manager
RSSP Team Members	Work in partnership with team members
Client	Attend meetings with client, liaise direct to follow up on actions, represent the RSSP as appropriate
Penna and Stafford Long employees	Be collaborative with colleagues and build good working relationships with Penna stakeholders

PERSONAL ATTRIBUTES, SKILLS, KNOWLEDGE, AND EXPERIENCE

Essential

- A talented project, governance or administration lead with high levels of attention to detail.
- Confident communicator with good written and oral skills and confidence to facilitate and chair meetings.
- Understanding of, and experience of implementing good governance.
- Exceptional stakeholder engagement skills.
- A natural flair for working with people as part of matrix teams.

Desirable

- Has similar experience of working in a recruitment contracting environment.
- Understanding of relevant Recruitment legislation impacting ED&I & GDPR respectively.

PENNA'S COMMITMENT

We are a family at Penna and Stafford Long and believe in fairness and equality across all approaches to recruitment, development, opportunity, and responsibility.

Diversity Promise

Our promise is to organise our services in a way that is universally accessible and useful for everyone. To do that well, we believe we need to create and sustain a workforce that's more representative of the candidates and clients we serve.

Penna is committed to creating a diverse and inclusive workforce that respects and embraces difference. Our employees and our company thrive when we get this right. We aim to create a workplace that celebrates the diversity of our employees, clients, and the contractors we work with. We will endeavour to create recruitment solutions that work for everyone by including perspectives from backgrounds that vary by race, ethnicity, social background, religion, gender, age, disability, sexual orientation and national origin.

Our internal programmes and external work with our clients make us proud to be an Equal Opportunity and Inclusive Employer.

If you have a disability or health condition that requires accommodation or reasonable adjustments made during the recruitment process, please let us know by emailing people@penna.com.

Our full guidance and commitment to your application and how we may use your personal information during the application process can be found here: <https://www.penna.com/candidate-care/> and <https://www.penna.com/privacy-policy>

Together we are better, together we are Penna.

PENNA BEHAVIOURS

We all aspire and work towards demonstrating the behaviours consistent with the Family values; Accountable, Supportive, Collaborative and Inspiring as listed below:

ACCOUNTABLE Does what they say they will do	• Builds open, honest and realistic relationships with customers and colleagues • Reliable and acts with integrity • Determined and passionate about delivery of the best • Accountable and inclusive
SUPPORTIVE Creates an environment where people can give of their best	• Seeks to understand the needs and concerns of others • Creates a learning environment • Seeks feedback from other in order to learn and develop • Inspires others to achieve their goals
COLLABORATIVE Works as part of one team	• Pulls together to put the customer first • Support colleagues without waiting to be asked • Helps others succeed and celebrate their success • Actively looks to break down barriers and finds ways to work together
INSPIRING Creates new possibilities	• Comes to work to make a difference, sets high goals and gives 100% personal energy • Believes in what we do and demonstrates this through actions • Regularly challenges thinking and is open to new ideas and ways of working • Has ambition and confidence to do things in new ways and to create and deliver inspirational solutions