

CANDIDATE EXPERIENCE MANAGER

MANAGED RECRUITMENT

Hiring Manager: Samantha McNeilly

If you'd like to have a confidential conversation about this role,
please email Samantha.McNeilly@Penna.com



Penna

ABOUT THE ROLE

Brief

- We're Penna. We help our clients **find, excite** and **secure** the right talent.
- As specialists, we know how tricky all of this can be, which is where our Managed Recruitment team comes in.
- With background in recruitment and people management, you'll be comfortable delivering top candidate experience, use data and metrics to inform your decisions, and both advise and report on your and team objectives for one of our most prestigious clients.
- 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

- To provide client management leadership in a newly formed client team for our largest client.
- Reporting to the Head of Candidate Experience, you will lead on delivery of recruitment campaigns across Early Careers or Experienced Hire requirements in a transparent, measured, timely and cost-effective manner.
- In partnership with stakeholders across the client, Penna and Stafford Long, Adecco and other external providers, you will develop and deliver solutions covering direct sourcing, selection and assessment.

Critical Success Factors	Goals
Client and candidate satisfaction	Achieve high levels of client and candidate satisfaction
Client SLA's met	Maintain and monitor SLA's through the performance management controls across the contracted services
Hires made, Diversity targets met	Have we improved Diversity?

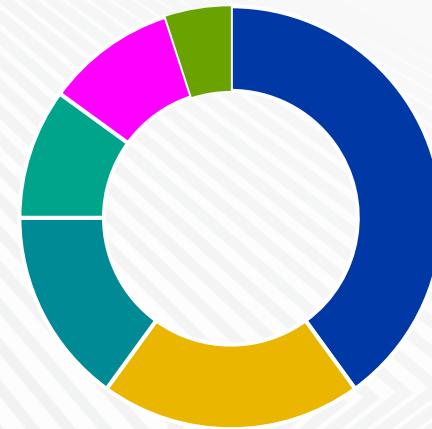
WHAT YOU'LL DO

- **Your main focus will be our client** - you will be the main candidate experience delivery lead for recruitment leads and hiring managers.
- You will be **responsible for ensuring the strategic and operational delivery of recruitment campaigns** including sourcing, candidate management and assessment with a focus on excellent candidate experience.
- **Be metrics and data focussed** – use data to inform delivery strategies and in campaign actions to achieve client hiring and diversity goals.
- You are responsible for **ensuring that the maximum amount of qualified candidates are progressed** to the final stage.
- **Deliver against contracted SLAs and KPIs** including quality, diversity, Time to Hire and candidate/hiring manager experience, which we will track and report.
- **Provide strategic guidance for our client** - helping them to achieve their objectives by ensuring the most appropriate recruitment techniques are used.
- Work with the Head of Candidate Experience and fellow Candidate Experience Managers to **forecast, plan and manage team resource on a short, medium and long-term basis.**
- With fellow Candidate Experience Managers ensure a united approach to **workforce plans, succession planning, upskilling/development and people issues.**
- Responsible for **candidate experience issue resolution** related to your clients/campaigns, escalated to Head of Candidate Experience and the wider client team, as required.

WHAT YOU'LL DO

- **Work collaboratively** with the senior client team, other specialist teams and individuals from around the business to deliver integrated solutions to hiring challenges.
- This role will require you to **manage a team** made up of a Team Leader, Candidate Coordinator(s) and Candidate Care Administrator(s). You will guide, support and develop your team where needed as well as managing any performance issues if they arise. You will ensure that those you manage and influence stay focused on the client goals.
- You will ensure that **regular auditing** of activities is carried out, to continuously measure the quality and consistency of work delivered and to develop and implement continuous improvement to heighten the candidate experience.

A typical week might be



- Candidate management
- Team management
- Client Engagement
- Process review and improvement
- Database management
- Learning and development

PERSONAL ATTRIBUTES, SKILLS, KNOWLEDGE, AND EXPERIENCE

- **An experienced inquisitive, challenging recruitment expert** who can demonstrate a sound comprehension of what excellence looks like in the end-to-end resourcing process.
- **Team management** – experience supporting, developing and guiding individual(s) to achieve both individual and client goals. Managing performance issues as they arise.
- Good understanding of different **selection and assessment** techniques is needed. An ability to guide others to assist both the candidate experience and the quality of hires.
- Skills and experience in **process improvement** – has a proven ability to find leaner, more effective and efficient, value for money ways for resourcing.
- **Influencing and facilitation skills** – will need to be able to relate effectively to a large and diverse community of hiring managers and recruitment leads. Will understand their needs and be flexible and responsive to them, yet at the same time resilient and assured in communicating best practice, applying expertise and ultimately ensuring that appropriate strategies are implemented and outcomes achieved.
- **Personal organisation and proactivity** – needs to be highly organised and disciplined in managing workload and proactively driving client conversations and initiatives independently in line with the aims of the contract.
- **Experience of planning/scoping and running recruitment projects** including candidate management, selection and assessment.

KEY RELATIONSHIPS

PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Head of Candidate Experience	Direct line manager
Resourcing Business Director, Resourcing Business Partner, Media team, Project Managers, Strategy & Diversity leads, Events & Outreach team, Finance & Performance team	Key internal relationships
Hiring Managers, Client Recruitment Leads, Commercial team	Key client contacts

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

All employees within Penna must demonstrate behaviours consistent with the corporate values; Accountable, Supportive, Collaborative and Inspiring as listed below:

ACCOUNTABLE Does what they say they will do	<ul style="list-style-type: none">• Builds open, honest and realistic relationships with customers and colleagues• Reliable and acts with integrity• Determined and passionate about delivery the best• Accountable
SUPPORTIVE Creates an environment where people can give of their best	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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