TEAM LEADER

MANAGED RECRUITMENT

Hiring Manager: Mike Chapman

If you'd like to have a confidential conversation about this role, please email Michael.Chapman@penna.com

Penna

stafford long + partners

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 experience in campaign delivery, you'll be comfortable leading a team of recruiters, resourcers, coordinators and administrators to help reach individual and team targets.
- 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

- This is an opportunity to develop your career and take on managerial responsibilities for colleagues in the service - alongside delivering candidate insight and engagement solutions.
- You will be responsible for overseeing the output and delivery of team members, and play a critical role in upholding, promoting and developing best practice and professional standards in our delivery services.
- The team will be the Corporate Services delivery Team within the RSSP exclusive RPO contract

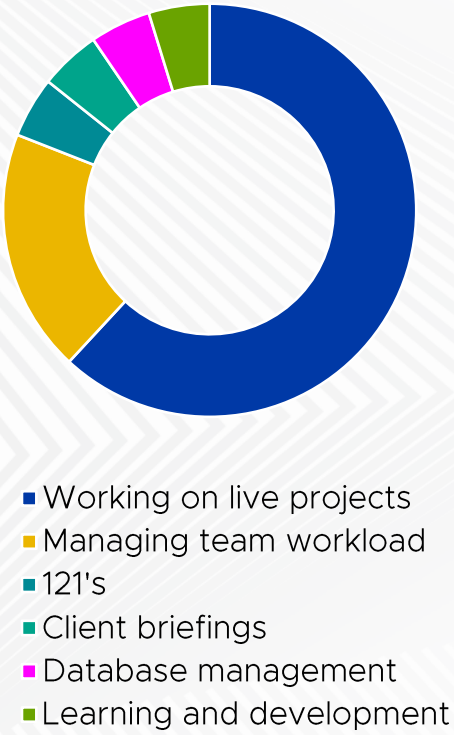
WHAT YOU'LL DO

Leading your team

In addition to a reduced delivery role, you will:

- Have a clear understanding of campaigns being managed by Consultants in your team and ensure delivery standards are maintained.
- Manage capacity and resource allocation
- Ensure all the tools and systems provided are being used to maximum effect
- Support your team in their knowledge development and service delivery quality when designing and delivering solutions
- Train and develop others in modern and innovative mapping and sourcing techniques
- Carry out one to one development discussions and provide feedback and coaching to your team members and empower them to work to high standards and progress their skills
- Manage escalations from clients where raised where required.
- Promote, uphold and develop professional standards across the service.

A typical week might be



KEY RELATIONSHIPS

PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Head of Candidate Insight & Engagement	Line manager
Team Members	Be their line manager and coach
Clients and Candidates	Proactively manage relationships in line with service level agreements
Penna and Stafford Long employees	Be collaborative with all colleagues and build good working relationships with stakeholders to encourage business growth

PERSONAL ATTRIBUTES, SKILLS, KNOWLEDGE, AND EXPERIENCE

- Professional approach to work
- Ability to work as part of a team and manage a team/individuals
- Excellent communication skills both internally and externally
- Ability to manage conflicting deadlines
- Proactive and positive ‘can do’ attitude
- Ability to act on own initiative
- Accuracy/attention to detail
- Ability to manage projects outside of normal responsibilities
- Ability to work and remain calm under pressure and to meet deadlines
- Being approachable to the business
- Excellent query and problem solving skills

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