

# Team Manager

## MANAGED RECRUITMENT

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Hiring Manager: Dawn Lucocq

If you'd like to have a confidential conversation about this role,  
please email [dawn.lucocq@penna.com](mailto:dawn.lucocq@penna.com)



# ABOUT THE ROLE

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## Brief

- We're Penna. We help our clients **find, excite** and **secure** the right talent.
- We've recently won a new seven-year contract to deliver all permanent recruitment for a prestigious government department. This new contract goes live in April 2022, and we are expanding our delivery team in anticipation of this new work.
- As a Team Manager for us, you'll work within our RSSP Delivery Team managing a team of Campaign Coordinators and Administrators. Your primary focus will be team management, overseeing the delivery of recruitment campaigns, ensuring candidates have a great experience and meeting clients hiring and diversity 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

Responsible for managing a team to process candidates through relevant recruitment stages on allocated campaigns, ensuring work is completed accurately and in a cost-effective manner, while creating a positive experience for candidates.

This involves:

- Providing office-based support for the Candidate Experience Manager to meet the needs of the client.
- Line management of a team of Candidate Coordinators and Administrators.
- Inducting, training and supporting line reports to foster a positive environment where team members are working efficiently and accurately to meet key deadlines.
- Liaising with internal and external teams of Assessment professionals to ensure best quality client service.
- Building positive client relationships.



# WHAT YOU'LL DO

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## **Key Accountabilities & Responsibilities**

### **Team Management**

- Manage a team of Candidate Coordinators and Administrators, providing appropriate training, support and guidance to all team members as required.
- Develop and nurture the team to enhance their knowledge and experience, ensuring all team members have an up to date appraisal document and are met with regularly.
- Support the Candidate Experience Manager with monitoring and planning team capacity to inform future campaign requirements and live dates of new work.
- Foster a positive team environment by leading by example, being approachable and positive towards work, and supporting direct reports at all times.

### **Operational and Delivery Management**

- Ensure that quality assurance is completed by team members, conducting checks where appropriate to ensure accurate delivery of work. Demonstrate accurate measurement of and adherence to the contract and its service level agreements.
- Manage campaign timelines and resource of the team on a daily basis. Ensure key deadlines are met for campaigns and candidates are assessed and processed in a timely manner.

- Produce or oversee benchmarking analysis and attend benchmarking meetings with the Candidate Experience Manager.
- Arrange and attend briefing meetings for Screeners/Interviewers/Assessors as required and in liaison with Recruitment Assessor Lead.

### **Knowledge Management**

- Have an awareness of all ongoing campaigns and build on your knowledge of the best practice solutions for internal processes.
- Have an inquisitive attitude to learning, continuously building your knowledge of recruitment practices, diversity and inclusion and candidate experience strategy.

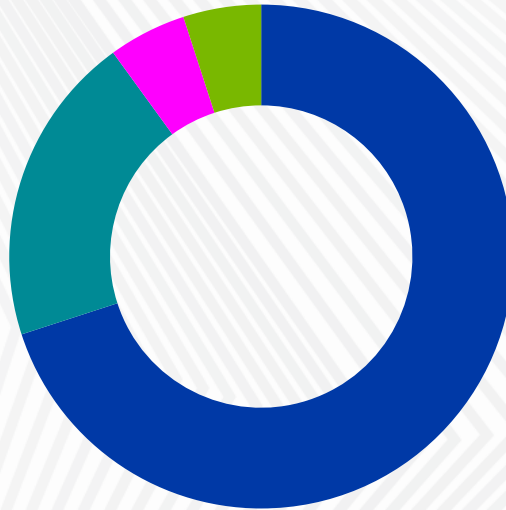
### **Client and Internal Relationship Management**

- Establish and maintain positive relationships with clients and the internal RSSP team, providing recommendations and analysis when appropriate on campaign performance.
- Work in conjunction with the Candidate Experience Manager to provide the client with regular updates on campaigns.

# WHAT YOU'LL DO

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A typical week might be



- Team Management
- Client Management
- Quality Assurance
- Learning and Development

# KEY RELATIONSHIPS

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PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Candidate Experience Manager	Line manager
Candidate Coordinators and Administrators	Direct Line Reports
RSSP Wider Team	Various - client managers, strategy professionals, diversity and inclusion specialists, and more. You will work with and provide campaign information to a wide range of team members who all work with the same clients
Clients	Recruitment partner. You will work in partnership with clients to achieve shared recruitment goals, keeping them updated and included on decisions and progress throughout your campaigns

# PERSONAL ATTRIBUTES, SKILLS, KNOWLEDGE, AND EXPERIENCE

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- Experience in a process-driven environment (recruitment experience is not essential)
- Experience managing or supervising a team
- An interest in supporting, mentoring and developing a team
- Excellent communication skills – both written and verbal
- Demonstrable high standards of accuracy and attention to detail
- Excellent project planning and organisation skills
- Good knowledge of Microsoft Office suite (Outlook, Word, Excel, PowerPoint) and ability to learn new computer systems
- GCSEs or equivalent including Maths and English.



# 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](mailto: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

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

<b>ACCOUNTABLE</b> Does what they say they will do	<ul style="list-style-type: none"><li>• Builds open, honest and realistic relationships with customers and colleagues</li><li>• Reliable and acts with integrity</li><li>• Determined and passionate about delivery of the best</li><li>• Accountable and inclusive</li></ul>
<b>SUPPORTIVE</b> Creates an environment where people can give of their best	<ul style="list-style-type: none"><li>• Seeks to understand the needs and concerns of others</li><li>• Creates a learning environment</li><li>• Seeks feedback from other in order to learn and develop</li><li>• Inspires others to achieve their goals</li></ul>
<b>COLLABORATIVE</b> Works as part of one team	<ul style="list-style-type: none"><li>• Pulls together to put the customer first</li><li>• Support colleagues without waiting to be asked</li><li>• Helps others succeed and celebrate their success</li><li>• Actively looks to break down barriers and finds ways to work together</li></ul>
<b>INSPIRING</b> Creates new possibilities	<ul style="list-style-type: none"><li>• Comes to work to make a difference, sets high goals and gives 100% personal energy</li><li>• Believes in what we do and demonstrates this through actions</li><li>• Regularly challenges thinking and is open to new ideas and ways of working</li><li>• Has ambition and confidence to do things in new ways and to create and deliver inspirational solutions</li></ul>