

RECRUITMENT ASSESSOR

RECRUITMENT SERVICES STRATEGIC PARTNERSHIP (RSSP)

Hiring Manager: Kate Rivers

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



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 went live in April 2022.
- This new and exciting contract mandates the role of Recruitment Assessor, who will be accountable for Screening and Telephone Interviewing candidates for 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 Recruitment Assessor Lead, you will ensure that the contract commitments are met. Making sure candidates are assessed to an exceptional standard and to the contracts Service Level Agreements.
- Maintaining high standard of candidate communication, ensuring confidentiality, reporting, and other contractual processes, requirements and standards are consistently monitored and delivered.

WHAT YOU'LL DO

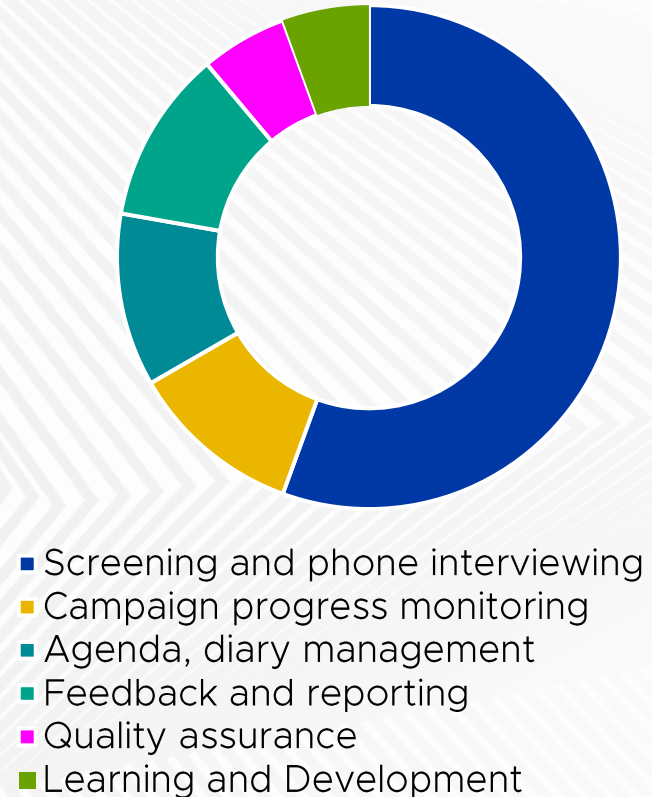
Key Accountabilities & Responsibilities

- Assess candidate suitability at application sift by completing online application screening and producing written evaluations against relevant criteria in accordance with established processes.
- Assess candidate suitability at telephone interview stage by conducting allocated telephone interviews, recording appropriate information and producing written evaluations against relevant criteria in accordance with established processes.
- When required, evaluate video interviews against established competencies and producing written evaluations against relevant criteria in accordance with established processes.
- Attend and participate in briefing sessions with clients to be briefed on new roles that require application screening or telephone interviews.
- Have a full knowledge and understanding of the methods, processes and systems used for application screening and telephone interviews.
- Taking part in quality assurance of application screening and telephone interview scripts to ensure accuracy and consistency across the team.
- When required, support the wider team with administration tasks.
- When required, facilitate face to face assessments ensuring the day runs to time.
- Adhere to client service level agreements (SLAs) for both sifting and telephone interviews.

WHAT YOU'LL DO

- Be responsible for screening candidates and conducting telephone interviews throughout campaigns.
- Working in accordance with campaign Project Plans to ensure candidates are moving through the process to plan.
- Quality Assurance checking your work and others in the team to ensure screening and telephone interviews are being scored in accordance to guidelines.
- Supporting to wider team with ad-hoc support as and when required.

A typical week might be



KEY RELATIONSHIPS

PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Recruitment Assessor Lead	Line Manager
RSSP Team Members	Work in partnership with team members
Client	Work to agreed SLAs to deliver to our Clients
Penna and Stafford Long employees	Be collaborative with colleagues and build good working relationships with Penna stakeholders

PERSONAL ATTRIBUTES, SKILLS, KNOWLEDGE, AND EXPERIENCE

Essential

- Ability to assess information independently and make assessment decisions.
- Resilient and motivated when carrying out repetitive tasks.
- Excellent communication skills - able to communicate effectively, confidently and professionally both in writing and verbally.
- Good relationship building skills when assessing candidates.
- Flexible attitude - willingness to help other functions in the team and switch priorities when asked.
- Professional manner – able to foster an atmosphere of respect and professionalism within the team as well as with candidates and clients.
- Calm under pressure - able to cope with busy workloads and changing priorities.
- Ability to manage own workload - good time-management and organisational skills, and able to spot and react to changing needs when required.

Desirable

- Experience conducting telephone based interviews and/or experience sifting application forms.
- Experience of Quality Assurance.
- Experience of facilitating interviews/assessment days.

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	<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 of the best• Accountable and inclusive
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