

# RECRUITMENT TRAINER AND QA LEAD

MANAGED RECRUITMENT

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Hiring Manager: Graham Weemes

If you'd like to have a confidential conversation about this role,  
please email [apply@penna.com](mailto:apply@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 went live in April 2022, and we are expanding our delivery team in support of the new work.
- As a **Recruitment Trainer & QA Lead**, you will be the lead for the development and training of our candidate management team to enable them to deliver to the high-quality recruitment service standards our clients and candidates expect.
- 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.

# WHAT YOU'LL DO

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## **Role Purpose**

This is an opportunity to join Penna as Recruitment Trainer & QA Lead. You will be working within our Recruitment Strategic Services Partnership (RSSP) team and key managers and teams across the business

## **Main Focus**

- You will be the primary trainer of good quality processes, a continuous improver of service, and someone who turns our candidate and client experience vision into reality.
- You will pay attention to detail, be experienced in managing cultural, system and process change, and inspire others to deliver to high standards.
- You will bring experience of delivering recruitment services and training, and be a clear and process-oriented team player, who has successfully used a range of training and learning techniques to deliver high standards of service.
- You will understand the impact of sub-standard service, the consequences for candidates and clients, and be alert to intervention and prevention opportunities as well as effective quality assurance reporting and remedy.



# WHAT YOU'LL DO

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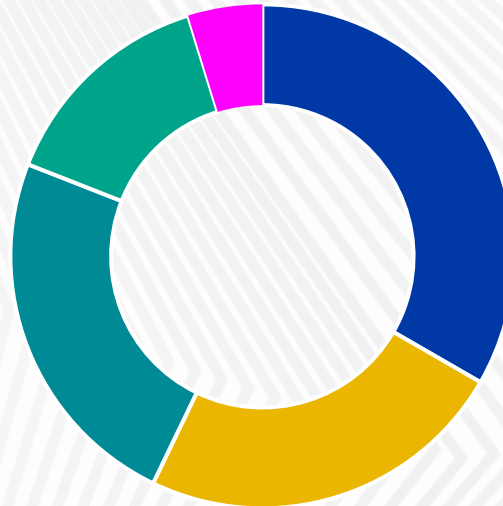
## Key Accountabilities & Responsibilities

- Create, define, embed, and own the end-to-end Training & Quality strategy for RSSP.
- Create, review, and own the end-to-end employee training/development life cycle for both new and existing RSSP team members.
- Set quality standards and develop effective quality assurance & compliance processes for RSSP.
- Implement and deliver coaching and continuous improvement frameworks for all members within RSSP.
- Create, develop, and implement tools and other methods to continuously improve quality, efficiency, and candidate experience.
- Organise quality audits, identify training needs, and analyse results to support the wider RSSP operation.
- Create analytical reports, linking to quality performance and key KPIs in RSSP to define and implement relevant actions plans.
- Regularly test, monitor, report, and share data-driven insights with the relevant RSSP stakeholders.
- Develop quality assurance plans by identifying control points, preventive measures, monitoring procedures, corrective actions, and verification processes.
- Complete regular reviews and identify individual knowledge gaps as well as wider team trends; recommend and conduct appropriate retraining.
- Share regular daily, weekly, and monthly reports to the RSSP SLT team.
- Take full ownership of quality/performance management systems in RSSP.
- Ensure best practice is documented and executed within RSSP processes.

# WHAT YOU'LL DO

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A typical week might be



- Design and review of training
- Delivery of training
- Monitoring performance and compliance
- Reporting
- Learning and development

# KEY RELATIONSHIPS

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PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Director	Line manager
RSSP (Recruitment Strategic Services Partnership) wider team	Work in partnership with team members.
Candidates & Clients	Proactively manage relationships in line with service level agreements
Clients, Penna and Stafford Long, Adecco	Be collaborative with colleagues and build good working relationships with Penna stakeholders

# PERSONAL ATTRIBUTES, SKILLS, KNOWLEDGE, AND EXPERIENCE

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## Key skills:

- An organised and strategic planner
- Technical and analytical with ability to convert data into insights
- Effective interpersonal and presentation skills
- Creative approach to training and a desire to make learning interactive
- Ability to recognise and adapt to different learning styles
- Attention to detail
- Excellent communication skills (verbal and written)
- Coaching, training, and development.
- Ability to work under pressure in a fast-paced environment
- Ability to work towards set KPI's/targets

## Experience required:

- Demonstrable experience in a similar role
- 2 years quality and training experience
- Previous experience in delivering training or coaching from *junior team to train the trainer* programs
- A track record of senior leadership experience
- Reporting and Analytics



# 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>