

# Resourcing Business Partner

Recruitment Services Strategic  
Partnership

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Hiring Manager: Lara Dawson

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



Penna

# ABOUT THE ROLE

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With offices in London and Birmingham, we're one big and talented family. But we're always looking for like-minded people to join us at Penna and Stafford Long.

Why? Well, we do some pretty incredible work for some pretty incredible clients. We've even picked up a fair few awards along the way. Because no matter if we're recruiting Chief Executives, or showing graduates the possibilities, we develop campaigns that find, excite and secure the right talent for our clients, smash targets and create some noise in the industry.

## Role Purpose

To provide client management leadership in a newly created Recruitment Services Strategic Partnership (RSSP) for a well known and interesting client.

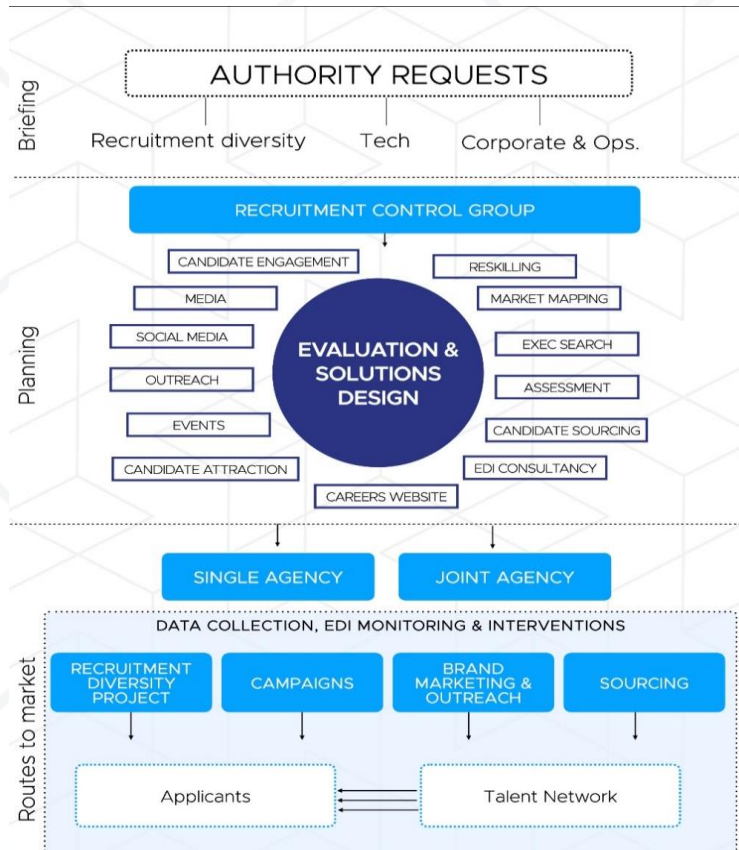
Reporting to the Resourcing Business Director, you will lead on hiring strategies and delivery plans across the clients Experienced Hire requirements. In partnership with stakeholders across the RSSP, Penna and Stafford Long, Adecco and other external providers, you will develop and deliver full employee lifecycle solutions covering attraction, direct sourcing, selection and assessment.

You will be responsible for overseeing all aspects of client and hiring management whilst delivering multiple recruitment strategies in a transparent, measured, timely and cost-effective manner. You will work closely with the sourcing team, attending meetings & briefs and advising on requirements.

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

# The RSSP

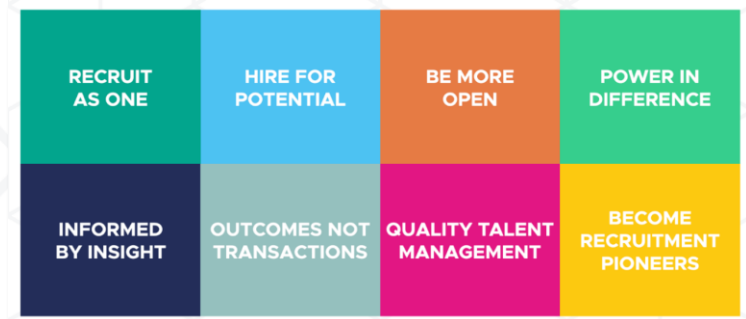
## Retained Operating Model



## Our mission:

- **To protect the UK, you must represent the UK**
- **To attract the workforce of the future, you must be an employer of the future**
- **This recruitment services strategic partnership will be seamless, representative, challenging and dedicated to your mission**

## 8 Strategic Pillars





# WHAT YOU'LL DO

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- Your main focus will be the Authority clients - you will be the main relationship and hiring programme lead for your clients, alongside the RBD.
- Deliver against contracted KPIs including quality, diversity, TTH, cost, sourcing mix and candidate/hiring manager experience, which we will track and report.
- Engage with the Authority to forecast, plan and prioritise resourcing needs on a short, medium and long-term basis.
- Provide strategic guidance for clients - helping them to achieve their objectives by ensuring the most appropriate recruitment techniques are used.
- Work with a range of specialist colleagues and partners to further develop talent attraction and acquisition strategies.
- Understand commercials – you will be responsible for managing and reporting on commercial and performance indicators.
- Responsible for leading campaign/project related client meetings & ensuring issue resolution (escalated to RBD as needed). You will lead briefing, strategy and solutions development, bringing together and working with specialists teams and individuals from around the business to form integrated solutions to hiring challenges.
- Oversee the development of the delivery of recruitment projects and campaigns. Guide and develop the teams where needed and effectively co-ordinate programmes of work.
- Bring a collaborative, supportive but gently challenging approach to the partnership, ensuring that those you influence and matrix manage stay focused on delivering the RSSP goals.

# PERSONAL ATTRIBUTES, SKILLS, KNOWLEDGE, AND EXPERIENCE

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- **An experienced inquisitive, challenging recruitment expert** who can demonstrate a sound comprehension of what excellence looks like in the end-to-end resourcing process.
- **Candidate acquisition** – must be able to demonstrate understanding and track record in developing effective ways to source quality candidates as well as the confidence, organisation and interpersonal skill to be able to deliver passive candidate acquisition strategies.
- **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.
- **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.
- 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.

# KEY RELATIONSHIPS

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PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Resourcing Business Director	Direct line manager
Candidate Experience team, 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

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We are a family at Penna and Stafford Long and believe in fairness and equality across all approaches to recruitment, development, opportunity, and responsibility.

Difference is what unites us, diverse views and identities are what drives our innovation and inclusive culture.

All individuals are recruited on merit and we do not discriminate against anyone based on race, colour, ancestry, religion, sex, national origin, sexual orientation, gender identity, age, marital or family status, disability, Veteran status, and any other protected group.

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 long-term 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>

# PENNA BEHAVIOURS

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All employees within Penna must demonstrate behaviours consistent with the corporate 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 the best</li><li>• Accountable</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>