

CAMPAIGN COORDINATOR

EXECUTIVE INTERIM

Hiring Manager: Zoe Brennan

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



Penna

ABOUT THE ROLE

Brief

- The core purpose of this role is to provide 360 administrative support to the Executive Interim Consultants. To manage the end to end candidate and client interim process; develop strong relationships with both clients and candidates through coordinating live assignments whilst providing excellent customer service, supporting on admin, queries, compliance, contracts, invoicing and credit control.

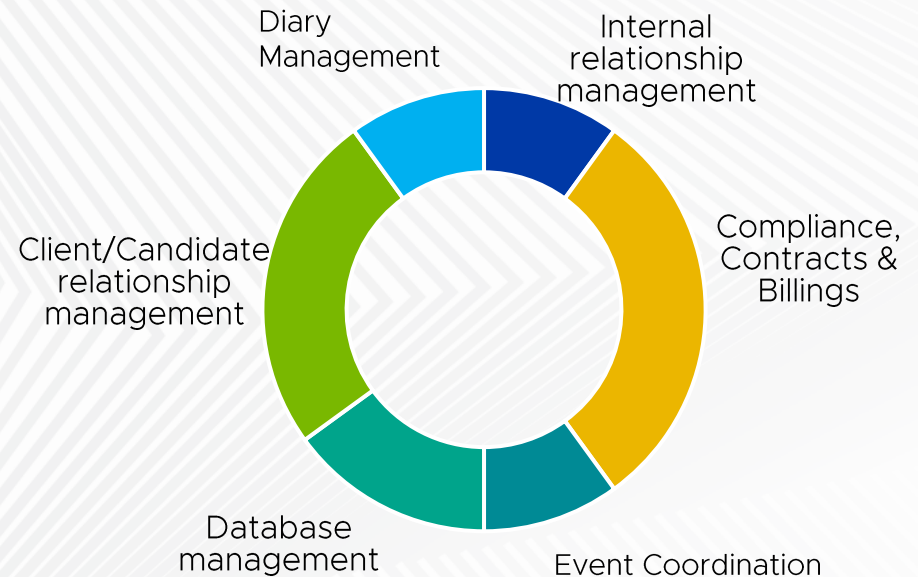
Role Purpose

- To provide administrative support to the Executive Interim Consultants in the delivery of assignments and support to business development initiatives
- Manage the client and candidate on-boarding process ensuring compliance, legislation, contracts and extensions are all in place so to limit any risk to the business
- Provide full support to both clients and candidates queries on timesheet/expenses, payments and invoicing
- Ensure interim payments and client invoicing procedures are accurate and efficient in place within SLA's
- Supporting the in-house credit control team to manage invoicing queries

WHAT YOU'LL DO

- Provision of 360 administrative support to all Consultants as required
- Updating the database with candidate, client and assignment information throughout the process
- Relationship building/management with candidates and clients
- Responsibility for ensuring all compliance documents required for candidates to work are current and in line with current legislation and client due diligence requirements
- Managing candidate registrations
- Co-ordinating client/candidate events
- Management and accurate updating and reporting on multiple databases (FileFinder, Concept, Timesheet Portal and Client Portals)
- Provide timely reminders and information to support candidate and client care protocols
- Prioritise and manage personal workload and give clear updates at weekly team meetings
- Building and maintaining excellent relationships with key internal departments to ensure smooth operational process for both clients and candidates
- Gathering feedback and insight from candidates and clients to inform and improve our approach

A typical week might be



KEY RELATIONSHIPS

PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Operations Manager and Consultants	Direct line manager
Directors, Consultants, Associate Consultants, Researchers, Co-ordinators, Penna Finance Teams and Adecco Legal Team	Key internal relationships

PERSONAL ATTRIBUTES, SKILLS, KNOWLEDGE, AND EXPERIENCE

- Microsoft Word, Excel and Outlook
- Ability to work as part of a team
- Excellent interpersonal skills
- Professional manner
- Customer/Client care
- Data capture on multiple systems
- High level of attention to detail/accuracy
- Excellent organisational skills
- Tenacity and commitment to delivering a quality service
- Strong and professional communication skills
- Ability to manage multiple projects, requests and prioritise
- Ability to review information and précis key details
- A “Can-Do” attitude
- Pace and focus during busy periods
- Ability to work on own initiative with minimal supervision and guidance
- Polite, professional and highly efficient
- Some knowledge of invoicing procedures desirable
- Supports Penna work ethics and behaviours and actively seeks to understand the wider Penna business

PENNA'S COMMITMENT

We are a family at Penna 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

All employees within Penna must demonstrate behaviours consistent with the corporate 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 the best• Accountable
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 thinks in new ways and to create and deliver inspirational solutions