

Campaign Coordinator

Hiring Manager: Dawn Lucocq

Department: Recruitment Services Strategic Partnership (RSSP)



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 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 Campaign Coordinator for us, you'll work within our Recruitment Services Strategic Partnership (RSSP) Delivery Team. You will coordinate recruitment campaigns using an Application Tracking System (ATS) whilst ensuring candidates have a great experience throughout the recruitment process, as well as meeting our client's 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 processing 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.
- Dealing directly with the client to answer queries and provide insight into campaign performance.
- Engaging with candidates via phone and email to support them through the recruitment process.
- Candidate screening to specific given criteria.
- Undertaking all other reasonable tasks as directed by the Candidate Experience Manager or Team Leader.
- Liaising with internal and external teams of Assessment professionals to ensure best quality candidate service.

WHAT YOU'LL DO

Key Accountabilities & Responsibilities

Operational Activity

- Coordinate your own recruitment campaigns, as instructed by the Candidate Experience Manager, processing candidates through the recruitment stages (e.g. CV sift, online tests and interviews) using the Application Tracking System (ATS).
- Work accurately and independently, planning your own time to ensure key campaign deadlines are met, and candidates are progressed quickly and efficiently, working with other team members (such as CV screeners and assessors) to ensure resource is in place when required.
- Ensure candidates are managed in a fair and honest manner, in accordance with all legislation, best practices, and Penna guidelines. Provide a great candidate experience to all applicants, answering phone and email queries according to service level agreements to support candidates throughout the application process.

Knowledge Management

- 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

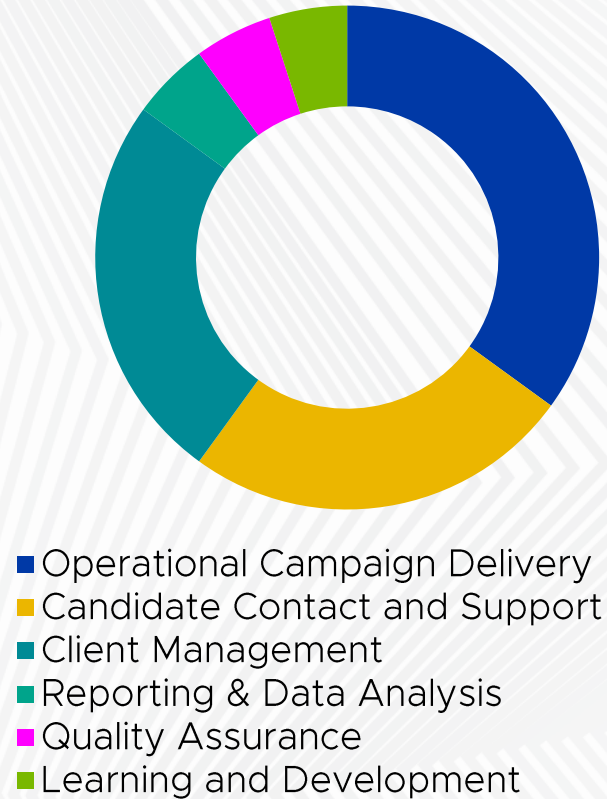
- Establish and maintain positive relationships with clients and the internal RSSP team, providing recommendations and analysis when appropriate on campaign performance.

Team Working

- Be an active team member, positively contributing to the smooth running of the office and business.
- Strive to build positive relationships with colleagues that will help them support you in the delivery of client solutions.

WHAT YOU'LL DO

A typical week might be



KEY RELATIONSHIPS

PERSONS/COMMUNITIES	NATURE OF RELATIONSHIP
Team Manager	Line Manager
Candidate Experience Manager	Senior Team Manager
Candidate Administrator	Administrative support. You will delegate and provide light supervision to administrators in your team, to ensure work delegated is completed on time
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

- Experience in a process-driven environment (recruitment experience is not essential)
- Excellent communication skills – both written and verbal
- Demonstrable high standards of accuracy and attention to detail
- Excellent project planning and organisational 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.

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	• 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	• 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	• 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	• 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