

**THE UNIVERSITY OF NOTTINGHAM
Recruitment Role Profile Form**

Job Title:	Internal Recruitment Team Leader
School/Department:	Careers and Employability Service
Job Family and Level:	Administrative, Professional, Managerial Level 3
Contract Status:	Permanent
Hours of Work:	Full-time (36.25 hours per week)
Location:	University Park
Reporting to:	JobZone Manager

Purpose of the Role:

The University of Nottingham Careers and Employability Service is a large, award-winning professional service which is committed to advancing the prospects of our students and graduates. Based in locations across all three UK campuses, we work as one service to provide collaboratively conceived, locally managed and collectively delivered services to students from all our Schools and Faculties.

The Careers and Employability Service has an excellent track record in supporting its students in their transition from University, and into the first steps of their future careers.

Unitemps Nottingham is a recruitment business managed by the University of Nottingham's Careers and Employability Service. Unitemps Nottingham provides temporary staff to all departments across the University as well as to external clients in the local region, using students, graduates and local talent as a candidate pool. Unitemps is a business with students at the heart of its ethos. A key priority of the business is to help students become more employable by providing them with a wide range of temporary assignments while studying.

The Team Leader role will be based in the JobZone Office of the Careers and Employability Service. It will report to the JobZone Manager and provide a recruitment service to the internal market, supporting all University Departments with their temporary staffing needs. The successful candidate will lead the internal Unitemps team and has line management responsibility for a small team of Recruitment Administrators.

The Internal Team Leader will have a proven track record in delivering temporary recruitment services, good customer service, relationship building and organisational skills to deal with a high workload and achieving challenging targets. The role involves coordinating all temporary internal recruitment, meeting with managers across the University; taking briefs; sourcing suitable candidates for temporary positions; screening and briefing candidates; registering candidates for payroll and answering related queries; checking identification documentation and supervising the internal team workload.

Main Responsibilities		% time per year
1.	<p>Account Management</p> <ul style="list-style-type: none"> • Coordinating the temporary staffing recruitment on behalf of internal departments at the University of Nottingham based on identified need. • Planning and coordination of recruitment, negotiation and liaison with managers, development of new recruitment strategies and business development. • Advising on the appropriate level pay from pay scales. Writing job adverts and posting them to the website. • Shortlisting and screening candidates, arranging interviews with candidates and briefing them on the process. • Delivering high quality customer service and ensuring effective communication with internal clients. • Providing information about payroll procedures, timesheet completion, holiday pay, pay dates etc., referring more complex queries to the Payroll department or JobZone Manager as appropriate. • Checking identification documents for candidates' eligibility to work using generated reports. • Supervising the direct booking process for internal departments • Supporting the monthly payroll process through ensuring departments have approved timesheets in a timely manner 	40%
2.	<p>Planning and coordination of recruitment for large-scale recruitment campaigns and on-campus activity</p> <ul style="list-style-type: none"> • Planning and coordinating large scale recruitment campaigns (can be up to 200 people) for a range of events on campus, including University wide Open Days, UCAS Visit Days, room audits and Graduation. • The coordination of large scale recruitment campaigns involves tailoring Unitemps services to the requirements of individual departments and producing a recruitment project plan for each department to suit their specific staffing requirements over periods from 2 months up to a year. • Working in a consultative manner with the hiring departments to plan the recruitment campaigns, monitoring and reporting progress and ensuring that the recruitment campaign is delivered to the agreed schedule and delegating work to more junior colleagues as appropriate. • Responsibility of recruitment to more senior positions within the University, up to specialist and management level (APM5). In addition, the role has the responsibility of managing or closely facilitating the recruitment for any other 'hard to fill' roles. 	25%
3.	<p>Line Management of the Recruitment Administrators</p> <ul style="list-style-type: none"> • Line management of a team of Recruitment Administrators, including training and supervising staff, delegating work, providing support, carrying out annual appraisals. • Allocation and delegation of work, day to day supervision and support, handling of complex queries / complaints and legal issues for members of the team. • Providing training and induction to new starters in the Unitemps team. This involves training new starters on the system, recruitment processes and basic legislative issues related to the recruitment of temporary staff, e.g. eligibility to work in the UK checks. 	15%
4.	<p>Candidate management and support</p>	10%

	<ul style="list-style-type: none"> Working with students, graduates and other candidates to place them in appropriate casual work assignments. Ensuring candidates complete timesheets in a timely manner and supporting the JobZone Manager with monthly payroll processes Providing advice about the application and selection process and supporting candidates through it. Providing feedback on applications and interviews. Referring candidates to the Careers and Employability Service for further advice and support as required. Dealing with candidate disciplinary and performance matters. 	
5.	Additional Responsibilities <ul style="list-style-type: none"> Supporting the delivery of the Careers and Employability Service overall strategy by participating in strategic groups, task and finish groups and service delivery where appropriate. Assisting with broader Unitemps Nottingham activities including promotional events on campus and marketing initiatives. Providing support and advice to other team members in the wider Unitemps and JobZone office. Working with the Internal Recruitment Team Leader to deputise for the JobZone manager as and when required. Liaising with Unitemps master franchisor (Warwick University Enterprises) as appropriate. Suggesting process and procedure improvements to ensure consistency and efficiency in the delivery of Unitemps services. 	10%
6.	Any other duties appropriate to the grade and role of the person appointed.	

Knowledge, Skills, Qualifications & Experience

	Essential	Desirable
Qualifications/ Education	<ul style="list-style-type: none"> Educated to A-level/BTEC (or equivalent). Recruitment qualification (or equivalent) or equivalent relevant experience. 	<ul style="list-style-type: none"> HE Degree (or equivalent).
Skills/Training	<ul style="list-style-type: none"> Proficiency in the use of Microsoft Office suite. Excellent customer service and interpersonal skills with the ability to deal with clients and candidates effectively. Excellent level of numeracy. Excellent verbal and written communication skills alongside strong negotiation skills. Strong organisational skills and the ability to juggle multiple tasks and work to tight time pressures. Knowledge of using database systems and querying data. 	<ul style="list-style-type: none"> Knowledge of specialist recruitment database ADAPT. Experience of working with students.
Experience	<ul style="list-style-type: none"> Substantial experience in recruitment or human resources environment. Candidate screening experience (including interviewing candidates). Experience of developing business to business customer service. 	<ul style="list-style-type: none"> Significant experience as a member of staff working in an employment agency or job shop. Line management experience. Successfully working to targets. Previous experience of Higher Education environment or in-house recruitment.

	<ul style="list-style-type: none"> • An understanding of the challenges around human resource management, especially in temporary staff environments. • Demonstrable experience of working on own initiative and prioritising workload to deliver high volume, highly flexible solutions. • Working as part of team to deliver multiple objectives. • Excellent organisational and administration skills; attention to detail. 	
Statutory/ Legal	<ul style="list-style-type: none"> • Up to date knowledge and good understanding of the complexities of (and significant issues in) specialist employment legislation around part-time work, fixed term work and agency work. • Knowledge of visa issues relevant to international candidates. 	

Decision Making

i) taken independently by the role holder

Managing own work load and delegating work to the Recruitment Administrators.
Dealing with incoming queries from clients; approaching potential clients; dealing with existing customer requirement; negotiating rates within a set framework; selecting candidates for roles.

ii) taken in collaboration with others

Providing services to internal clients, negotiation of rates outside the normal guidelines.
Liaising with external agencies as needed to fulfil requirements.

iii) referred to the appropriate line manager by the role holder

Conflict situations with clients.
Re-negotiating any changes in the standard rates agreed.
Issues likely to have a considerable impact on the business, the University or the Unitemps brand.
High risk issues and issues relating to other staff.
Decisions which have a financial, Legal or reputation related implications.
This would include situations beyond agreed policies and procedure and require clarification.