

## Role and person profile

|                 |                                    |                               |                  |  |
|-----------------|------------------------------------|-------------------------------|------------------|--|
| Post title:     | <b>Resourcing Adviser – Volume</b> |                               | Location:        | <b>Guildford</b>   |
| Division:       | <b>People Group</b>                |                               | Department:      | <b>Resourcing and Talent</b>   |
| Responsible to: | <b>Resourcing Manager – Volume</b> |                               | Responsible for: | <b>Resourcing Administrator, seasonal temporary administrators, seasonal temporary recruiter</b> |
| Pay Band        | <b>Scale Point 19 - 22</b>         | Cornerstone behaviours level: |                  | <b>Manager of performers</b>   |
| Post no:        | <b>3476, 3477, 3478, 4055</b>      |                               |                  |  |

### Section 1 - Responsibilities

#### Purpose

To lead on the attraction, recruitment and assessment of associate, senior associate and seasonal employees to ensure there are sufficient numbers of people with the right skills to develop and deliver AQA's qualifications and services. To work in partnership with Resourcing Advisers and key stakeholders across AQA to deliver high quality recruitment services to both candidates and colleagues.

#### Key responsibilities

1. In conjunction with hiring managers create and own the annual workforce plans, including providing specialist advice and support to hiring managers on contractual arrangements, role sizing and assessment solutions for all categories of hires.
2. Develop and implement resourcing policies, procedures and practices which supports AQA in the delivery of it's business strategy, enabling the delivery of a diverse workforce that underpins AQA's People Strategy and reflects best practice.
3. As part of a specialist resourcing team develop and implement a talent pipeline that supports a broad range of roles and enables a proactive and planned for approach to the delivery of high volumes of annual hires – in excess of 1,500 for employees (temp and permanent) and 8,000 for associates.
4. Plan and run talent pipelining recruitment campaigns to directly source candidates to talent pools, utilising innovative and traditional marketing channels, working with media agencies, setting up annual agreements with suppliers, writing recruitment adverts using techniques such as key word density to ensure advert visibility - evaluating and measuring advert success against quality of candidates.
5. Lead, motivate, develop and manage the performance of the Resourcing Administrator and a Temporary Resourcing Adviser and team of Temporary Resourcing Administrators, support them to deliver a professional, customer focused, high performing, end to end recruitment service, reviewing

and allocating workload and highlighting any potential shortfalls or backlogs to the Resourcing Manager.

6. Manage all aspects of the recruitment process for temporary and permanent employees and associates including overseeing the application process, screening and referencing of all candidates, ensuring legislative compliance and retaining appropriate documentation. Advising hiring managers, stakeholders and colleagues in People Services on recruitment legislation where applicable.
7. Manage all aspects of the appointment process (to a pool) for temporary employees and associates, overseeing the recording of dates of availability for temporary employees and coding and recording key skills and performance data on a database.
8. Manage and plan a range of assessment centres and solutions annually, advising Hiring Managers on best practice, designing the content of the day and/or assessment tools and solutions for candidate evaluation.
9. Work with the Resourcing Administrators to develop and manage efficient systems and procedures (electronic/manual) for recruitment and appointment activities and embed the ethos of continuous improvement to identify and implement process enhancements.
10. Ensure, in liaison with People Group colleagues, the confidential storage of data to support permanent, temporary and associate recruitment activity and to generate the required management information/reports.
11. Maintain effective commercial relationships with suppliers relevant to the recruitment of permanent/temporary employees and associates and any other related activities.
12. Deal with daily correspondence and telephone contacts from applicants ensuring the correct legal terminology is employed and compliance with employment law and self-employed contractor law. During peak supporting application processing and administration to ensure the additional workload and KPIs are met.
13. Take responsibility for your own continuous professional development to meet existing and future business needs.
14. To travel to other AQA sites, sometimes necessitating overnight stays, as required.

### **General responsibilities**

1. To model leadership behaviours with confidence and to get the very best from direct reports and teams by providing clarity, feedback, coaching and development, while continuously seeking to enhance performance in line with business objectives.
2. To comply with all AQA's policies and other legislative requirements, including but not limited to HSE, Equal Opportunities and ISMS.
3. Where business needs change, to undertake other responsibilities which are of a commensurate level outside the terms of this role profile.

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## **Section 2 - Accountabilities**

### **Key performance indicators**

- Contribution to and successful delivery of People and Resourcing Strategies and plans for the organisation

- Performance against People Scorecard underpinned by people data
- Supporting the volume recruitment team to delivery against daily and weekly recruitment targets as defined in the business plan
- Cost effective and quality volume recruitment campaigns and appointments to meet the needs of business requirements
- Meeting and exceeding expectations of hiring managers
- Effective coaching and development of team members
- Effective working relationship with the key internal and external stakeholders
- The provision of timely and comprehensive management information which supports decision making and informs AQA's strategic direction
- Diverse workforce

## Decision making

- Provides direction, guidance and coaching to Senior Leadership and Resourcing Teams, where appropriate, in order to achieve high performance and quality delivery across the business
- Screens, evaluates and provides shortlist candidates for all categories of roles across AQA
- Designs assessment solutions for hiring managers
- Advises on recruitment legislation.
- Reallocates work and moves activities and tasks around the team to deliver to workforce plan
- Adjusts campaign activity according to quality and volume
- Designs and continuously improves processes and resourcing activity
- Implements creative solutions without reference to line managers
- Responsible for maintaining business relationships with key internal stakeholders and external recruitment agencies/organisations in support of recruitment needs/decisions

## Complexity

- Pragmatic and results driven approach to managing high profile and high risk resourcing agendas in conjunction with People and business leadership teams
- Exceptional negotiation and influencing skills across candidates, external suppliers and internal customers
- Team leadership/management skills to motivate and mentor Recruitment Administrators and seasonal Recruiter and Administrators
- Work under pressure to deliver high volumes of recruitment
- Understands external market forces and impact on resourcing and recruitment
- Knowledge and understanding of all business units within AQA and their associated roles and delivery goals
- Broad contractor / employment status knowledge.
- Manages a collaborative relationship with business managers, SHRBPs, People Services Team, escalating where effectiveness and quality is impeded

**Number of employees managed:** Direct reports: 1 rising to 3 in peak      Indirect reports: 1

## Section 3 - Key relationships

### Key internal relationships

- All business units within AQA
- Colleagues in the People Group

- Director of People
- Head of Resourcing and Talent
- Resourcing Manager
- New employees/workers/associates
- IT/Media support teams
- People Services Team
- Hiring managers

### Key external relationships

- Candidates
- Job board suppliers
- Social media forums
- Schools and colleges
- Teaching community
- Creative agencies
- Recruitment agencies and head hunters

## Section 4 - Person profile

| Knowledge  | Assessment |
|--|------------|
| Broad knowledge of recruitment legislation and contract law  | A/I        |
| Breadth of knowledge of a range of recruitment and selection methods and assessment techniques for large scale recruitment, permanent and contractor roles       | A/I        |
| Detailed understanding of candidate marketplace and channels particularly relevant to the sourcing of large volumes of temporary workers in a variety of sectors | A/I        |
| Detailed knowledge of recruitment advert writing, social recruitment techniques and talent attraction strategies   | A/I        |
| Good understanding of systems for managing recruitment operations including on-line application facilities   | A/I        |
| Qualification  |            |
| Professional HR qualification, eg MCIPD or equivalent recruitment/agency qualification /experience   | A          |
| Skills   |            |
| Analytical with the ability to set up and improve processes and procedures   | I/P        |
| Good organisational and planning skills with the ability to prioritise and multi-task effectively  | A/T/P      |
| Able to anticipate and assess customer needs and to meet them  | I/P        |
| Able to develop collaborative working relationships and to influence and persuade to achieve goals   | A/I/P      |
| Effective communicator including the ability to write clearly including web-based communications   | I/P        |
| Ability to exercise initiative and recommend and implement change  | A/I/P      |
| Numerate with the ability to analyse and interpret data  | A/I/P      |

|  |         |
|--|---------|
| Strong IT skills in both PC applications and systems   | I/P     |
| Proactive and resilient and able to work in a high pressure environment on occasions   | I/P     |
| Committed to ongoing self-development and demonstrates a positive response to feedback   | I/P     |
| Good commercial understanding with robust negotiation skills   | I/P     |
| <b>Leadership skills</b>   |         |
| Set challenging targets and support staff to achieve them  | I/P     |
| Manage performance of staff effectively  | I/P     |
| Work flexibly and adapt management style to get the best performance from staff  | I/P     |
| <b>Experience</b>  |         |
| Experience of running large scale recruitment activities for temporary/contractor workers from advertising through to appointment and meeting Service Level Agreements in this context   | A       |
| Experience of on-line recruitment activities and the use of the web and other media to attract and process applications  | A/I/T/P |
| <p>Assessment key (criteria to be assessed at the selection stage)</p> <p><b>A</b> – application (it is <b>essential</b> to provide evidence on application for shortlisting purposes)</p> <p><b>I</b> - interview                      <b>T</b> – test (or work sample)                      <b>P</b> – probation</p> |         |