



## **JOB DESCRIPTION**

<b>Job title</b>	<b>Senior Advisor – Recruitment Operations</b>
	<b>Fixed term 12 months</b>
Department	Human Resources
Location	89 Albert Embankment
Reports to	Talent Acquisition Manager
Accountable to	Head of HR

### **The Marie Curie Team**

Every day of your life matters – from the first to the last. When you work for Marie Curie, you understand that better than ever.

We're a passionate, committed and diverse team of more than 4,400 staff and 12,000 volunteers, here for people living with any terminal illness, and their families. We offer expert care, guidance and support, to help them get the most from the time they have left.

Everyone knows our daffodil, but it's our warmth, creativity and care that touch lives. Here, we take the time to really get to know the people we care for and those who love them. And we do whatever it takes to give them the final days and hours they deserve.

### **Purpose of Role**

The role holder works with the Talent Acquisition Manager to lead and develop recruitment operations, systems and processes across all HR regions and nation.

### **Key Deliverables**

- Day to day management of operational recruitment ATS system making sure the recruitment system and process is working effectively and is available for teams and managers across the organisation
- Develop and implement processes that provide a consistent and quality service across the UK, ensuring effective feedback and service improvement mechanisms are in place
- To be the first point of contact for the recruitment system supplier, setting up and facilitating supplier meetings and presentations to set deadlines and ensuring all due diligence and best practice processes are adhered to by stakeholders and suppliers throughout
- To support delivery of recruitment and sourcing tools through day to day management of recruitment operations ensuring data quality and access for users.
- Manage the Recruitment Advisor with appraisal, training and support and coordinate the work of the team so that support is provided in a timely and consistent way and support network of expert users

- Work with HR colleagues, staff and partners to identify and solve problems in service delivery and ensure learning is shared
- Research and develop recruitment policy, practice and guidance which supports HR service delivery, best practice and organisational goals
- To provide second line employment advice and procedural guidance in relation to the recruitment payroll and other operational processes to promote good practice and manage risk
- To ensure all third parties have an up to date, signed contractual agreement for all agreed services, promoting feedback and optimising performance
- Work with the HR team, customers and partner organisations to support collaborative work, sharing best practice to deliver HR strategies and improvements in practice
- To encourage team working across HR service to ensure a quality service by ensure consistency of standards, sharing learning and working to governance frameworks.
- Design and coordinate the roll-out of training and upskilling programmes across the charity on service areas, (including an appropriate communications plan) as and when required
- Undertake specific projects and assignments either individually or as part of a team to support the delivery of regional or charity wide objectives

### **Key relationships**

- Head of HR
- HR Business Partners
- Regional HR teams
- MC Employment Counsel
- Other People Services teams i.e. Reward & Recognition, Talent Acquisition, Learning & Development and Volunteering
- Payroll Team
- Back Office Transformation Team
- Employee & managers within designated region
- Trade Union Representatives
- Third party suppliers
- Other professional bodies as required e.g. CIPD, ACAS

### **Skills and Experience**

- Extensive experience of managing & developing a recruitment ATS system
- Development and monitoring of recruitment metrics from the Recruitment ATS system, including the creation of Management Information dashboards
- Evidence of designing and implementing systems/processes with clear business benefits
- Excellent communication and interpersonal skills and the ability to deal professionally, sensitively and tactfully with complex situations
- Evidence of well-developed customer service skills and of successfully building and managing client relationships
- Ability to organise own workload to meet deadlines with effective time management

skills under tight time constraints

- Ability to self-manage and work autonomously
- IT Literate to at least an Intermediate level for Word, Excel, E-mail and Internet
- Excellent knowledge of employment and equality legislation and regulations relating to employment eligibility
- Five GCSEs (grade C or above) or equivalent, including Mathematics & English
- Experience of managing or contributing to projects
- A proactive and flexible approach to work patterns
- Willingness to travel extensively within designated region and occasional national travel commitments, including overnight stays
- Proven experience of people management and the ability to lead, empower, develop and motivate a team (Desirable)
- Associate/Chartered member of the CIPD or equivalent HR qualification (Desirable)

Where appropriate, reasonable adjustments to these criteria will be considered to accommodate personal circumstances such as disabilities