

**Job Title:** Talent Acquisition Coordinator

**Service:** People and Culture

**Reports to:** Talent Acquisition Partner

**Direct Reports:** None

## About The Role

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The role of the Talent Acquisition Coordinator is key within the People and Culture team, supporting with the delivery of effective People and Culture strategies and activities which support in developing a safe, inclusive, and performance-development culture for the work force, ensuring our people are skilled, knowledgeable, and safe. We aim to ensure we make and develop the best resources entrusted to us for our vulnerable residents and participants.

The Talent Acquisition Coordinator is responsible for supporting with and coordinating the organisation's end-to-end recruitment process, driving our long-term vision but also supporting the short-term needs of the organisation. They will support the management and overall delivery of effective recruitment and talent acquisition services, providing an element of specialism and outreach to support the increase of quality hires. The Talent Acquisition Coordinator will have the autonomy to work closely with hiring managers at all levels to deliver a seamless recruitment service and provide advice regarding best practice and employment law, presenting practical and logical solutions to hiring needs. They will support us with managing our ATS and support with all aspects of Talent Acquisition.

## About the Post Holder

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The person in this post will be a creative and proactive individual with a passion for internal recruitment. They will be able to think outside the box to enable new ways of working and supporting roles which may need additional support to attract the right candidates. They will be confident in their recruitment ability and knowledge, able to articulate themselves well with others, with effective communication skills. They will be able to follow the process and policy and support others in doing so. They will be able to work in a fast-paced environment, managing conflicting demands and workload.

They will be a self-starter, able to form effective purposeful relationships within the organisation and with other partners and agencies, as well as communicate effectively with colleagues at all levels, in a friendly and approachable manner. The post holder will be a team player, someone who can think innovatively and bring ideas to the team, to support consistent improvement, and effective delivery of the service. They will have high attention to detail, and be comfortable with carrying out administrative duties, and using various software and programs.

# Key Responsibilities

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## COORDINATION

- Support with the oversight of the end-to-end recruitment and administration, supporting hiring managers with all aspects of their hiring needs.
- Manage the recruitment shared mailbox, ensuring all emails are responded to and are actioned in a timely manner.
- To be responsible for the maintenance and integrity of applicant information and be the first point of contact for all applicant and hiring manager enquiries, pass to relevant persons and teams as required whilst always responding efficiently and effectively.
- Day to day management and oversight of our Applicant Tracking System (ATS), supporting with the development of the system, ad hoc enquiries and system support, ensuring candidates are moved through the process effectively, hiring manager actions are completed in a timely manner, and ensure audit trails and notes are clear and to a high standard throughout the process.
- Promote best practice and safer recruitment throughout the recruitment process and actively seek candidate feedback to improve the candidate experience.
- Consult and engage with hiring managers on a regular basis to fully understand their needs and support them with all aspects of talent acquisition in a timely and consistent manner.
- Support with ensuring processes and policies are followed throughout the organisation to ensure consistency at all levels and roles.
- Administration and utilisation of internal and external job sites, CV databases, and social media channels and other networking activities.

## RECRUITMENT AND SELECTION

- Support with achieving our KPIs, reducing vacancy rates, and increasing direct hires. Support with moving roles through from advert to onboarding in a timely manner.
- Proactively support with sourcing quality candidates directly, through new initiatives and ideas to support with the attraction of high-quality candidates to support filling our roles with the right people at the right time in the right place.
- Continuously develop and utilise the job platforms we use, including job posting sites, cv databases, social media channels, and other networking platforms.
- Build effective candidate relationships: Maintain effective communication and relationships to ensure candidates feel valued and are moving through the process effectively.
- Support with creating an inclusive recruitment process, support with any needs candidates may have which could include application support, interview accessibility support, and any other support which may be required to ensure we have an inclusive recruitment culture and process.
- Support with our Talent bank pool: Keep this well maintained and managed, contact candidates in our talent pool regularly to share new roles, encourage hiring managers to add candidates to the talent pool where possible to open future opportunities.

## OUTREACH AND EMPLOYER BRAND

- Manage and represent Social Interest Group and our subsidiaries in various outreach activities and events and support with all aspects of enhancing and developing our employer brand.
- Carry out all types of research-based activities as appropriate to identify new opportunities to support with attracting new candidates and maximising our employer brand awareness.
- Build sustainable relationships with local and national organisations.
- Make regular visits to our services and represent the wider people and culture team in the service.
- Support with the organisation, and attendance of various events and outreach activities to support with attracting new candidates and maximising our employer brand awareness.

## ADDITIONAL RESPONSIBILITIES

- Support with the process of Onboarding, ensuring the process is followed.
- Support with, and at times manage various projects. Make a positive contribution to the continuous improvement in the team, share new ideas, and take ownership of the role.
- Work collaboratively with the wider P&C team and support with various other activities and developments. This can include but is not limited to, Onboarding, Employer Value Proposition, Workforce Development, Employee Lifecycle support, Talent Development, and other areas within the wider team.
- Build and manage effective relationships across the organisation and ensure consistent communication, whilst upholding SIG's values, policies, and procedures. Work collaboratively with internal and external stakeholders to drive ongoing improvements in line with best practice.
- Support with a wide range of administration ensuring compliance and confidentiality using electronic and manual processes.

## SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place. Always ensure clean and tidy office spaces and communal areas.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed as long as it is within the capacity and level of the position. This JDPS is regularly reviewed and may change in future amendments as per the requirements of the role and organisation.

# Person Specification

Qualification and Experience:	Rating
Previous experience/depth knowledge of end-to-end recruitment/similar role/in house or agency recruitment	Essential
Experience in consulting others, ability to provide advice and guidance in line with employment law and equality acts.	Essential
Working knowledge and experience managing an Applicant Tracking System or HR System	Essential
Previous experience in headhunting, and creating new initiatives to further successful recruitment campaigns	Essential
Previous experience managing and developing an employer brand	Desirable
Previous Marketing experience	Desirable
Professional Qualification in a relevant discipline for example: Human Resources, Business Management, Marketing	Desirable
Experience in a similar size organisation and/or charity sector organisation	Desirable
Skills and Abilities	
IT Proficiency, ability to learn new software programs, advanced knowledge in Microsoft, including Word, Excel, and Outlook.	Essential
Knowledge, skills and ability to create engaging campaigns to improve quality of candidates for our roles which includes utilising various areas of Marketing online and offline such as improving platform reach, community reach, building external relationships and headhunting	Essential
Ability to take information from approvals and create engaging job adverts	Essential
Creative in thinking of new ways to improve processes, and new ideas to enhance our employer brand, recruitment and selection, retention initiatives, and other alike areas	Essential
Proactiveness and outgoing approach to work, ability to use initiative to resolve challenges	Essential
Attention to detail and quality, with organisation skills	Essential
Excellent communication skills both written and oral including relationship building	Essential
Ability and willingness to work flexibly and attend regular visits to our different service locations and outreach	Essential
Proven ability to juggle multiple tasks and competing priorities within a fast-paced environment	Essential
Knowledge of Equality, Diversity, and Inclusion, being able to apply this to recruitment and selection and share knowledge and best practice with others	Essential
Awareness and understanding of the impact of stigma and marginalisation on people who have multiple complex needs	Essential
Personal Characteristics	
Ability to lead by example and share the values in which we uphold at SIG	Essential
Able to influence and negotiate positive outcomes with others	Essential
Proactive nature, with the ability to make logical decisions and resolve challenges using initiative	Essential

Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Sensitivity and empathy to others, and ability to deal with individual circumstances with professionalism	Essential