

Job Description

Post Title: Team Recruiter, Trainer – Co-ordinator [Production Network] Blackburn

Contract: Full time, permanent

Salary: £25,000.00 P/A + OTE £20k discretionary bonus scheme + pension

Directly reporting to: Network Production Manager

Functionally reporting to: Chairman / Senior Management Team [SMT]

All employees of CAS work towards achieving the company vision, to be:

***THE Charity Collection-Business of Choice in communities across the UK and beyond...
The Social Business everyone thinks of 1st - when they have something to give away... They choose
to give to us***

Clothes Aid collects donated clothing from homes throughout the UK. Donations are sold to our large customer base in Eastern Europe. Collecting high volumes of good quality clothing is essential in raising money for our Charity partners. We need quality teams to distribute collection bags and to collect the donations. We currently contract self-employed teams from UK, E Europe and UK Franchise teams [using recruitment consultants] alongside other recruitment initiatives.

We need an experienced, knowledgeable in-house recruiter co-ordinator to pull together, assess and develop these initiatives and create new options, in order to further develop and strengthen our distribution network.

1. Function of Post

The role of the Team Recruiter, Trainer Coordinator is to source, attract, screen, and recruit quality distribution/collection staff to join our network. Resulting in increased Network capability & capacity.

The post holder will play a major role in providing the quality teams needed to drive the business expansion plans forward. Developing and delivering induction training for new staff - linked to the company training strategy with a key focus on customer [donator] satisfaction

2. Key Duties of the post:

The Recruiter/Trainer Coordinator will:

- Provide a planned approach to delivering first class recruitment/induction training/ administration services for the Network.
- Support managers [depot, franchise and Production Network] by consistently providing the required numbers of quality teams.
- Develop a range of recruitment methods [alongside those currently used] to build a comprehensive recruitment strategy, which covers recruitment from both UK and E Europe; monitoring and assessing methods and results using data collected
- Co-ordinate recruitment initiatives and meet required targets across the network
- Ensuring employment practices are in place to maximise the ability to attract and retain the kind of quality workforce we need.
- Support and assist in investigatory and disciplinary meetings- in the network, if required - using their HR background knowledge.

- Plan all aspects of recruitment – including a strategy with key targets and clear measurable, processes and monitoring systems
- Organise, plan and conduct interviews/screening/ assessment sessions and company recruitment roadshows or other similar job fairs.
- Develop a Customer Focus message in all aspects of recruitment and induction training, methods, practices and processes

3. Key responsibilities: a) Recruitment & b) Training

a) Recruitment

1. Using a systematic approach to recruiting network distribution staff, writing all necessary recruitment documents, factoring in methods of screening applicants. Manage all aspects of team recruitment and training [from advertising administration to telephone screening, interviews and appointments, managing all employment documentation and checks]
2. Using in-house documents and formats for all communication/ correspondence

You will work with PNM to:

1. Plan and monitor recruitment and retention in the network, and develop ideas/ initiatives geared towards improvements in these areas.
2. Build on current Recruitment systems ensure data collected is analysed and patterns and trends in recruitment of CAS teams are understood, and included in recruitment plans and reports.
3. Set up a Recruitment database, to record / capture all key aspects of team recruitment for future analysis. Paying due attention to legal requirements
4. Use data findings to adjust and propose new methods of recruitment and team training
5. Play a key role in all CAS team recruitment initiatives, liaison with Romanian and other East European agents, working with PNM and CCM's on recruitment open days, networking events etc
6. Recruit self-employed staff/teams using a range of cost effective, efficient recruitment methods [all methods used for recruitment should be recorded for recruitment assessment purposes
7. Manage all recruitment and training associated budgets
8. Provide workforce for all areas - including the franchise network when required
9. Ensure regulatory aspects of the full cycle recruitment process is compliant with UK legislation
10. Aim at setting up a *Team Recruitment Pool for ready access when team members are required.
11. Keep up to date with team recruitment /sourcing and industry trends
12. Evaluate the effectiveness of your work identify improvements/changes to content and method.
13. Use research information to identify possible issues impacting on recruitment and make recommendations or identify options/solutions to address these.

b) Training

Working with the support of NPM and network managers you will develop an induction training programmes to ensure public facing collection staff understand from the start what we expect re: standards of service and customer care. With a focus on raising new staff awareness and understanding of:

1. Why Procedures and Processes are key to Operational success
2. The importance of working as a team – our company vision and CAS brand
3. Why the customers [donors and charity partners] are at the centre of our work
4. You will assess staff identifying potential team leader qualities at both selection and induction training stage [talent management]

4 Data Management and Analysis for Development and Improvement Purposes:

Recruitment and Training will regularly be checked for patterns and trends that impact on plans

- a) Databases interrogated to provide reports relating to recruitment and training results:
- b) Specific recruitment campaigns and initiatives – results ROI
- c) Feedback from managers on particular teams - Customer satisfaction levels –Eg. Compliments/complaints levels [patterns and trends]
- d) Regular reporting to NPM on recruitment induction training target achievements
- e) Regular reporting on recruitment and budget costs
- f) Written progress and other reports to NPM and SMT

5. Travel /Health and Safety requirements:

Willing and able to travel from time to time in UK and Europe and to work occasional weekends to:

- Visit agencies and build a functioning recruitment network
- Source, recruit and train teams
- Visit teams and customers to get feedback
- Attend conferences, weekend recruitment campaigns/fairs
- Attend training and learning and development activities etc as necessary
- Hold a clean, current UK driving licence with no bans
- Maintains standards of health & safety, hygiene and security at all times in the work environment

6. Principal Accountabilities:

The post holder will be expected to demonstrate the following competencies in all aspects of their job

1. A commitment to the company	2. Effective communication and positive influencing skills
3. A customer-focused attitude	4. An openness to change
5. An appreciation of equality at work	6. Leadership - as appropriate to the job roles/ responsibilities
7. A spirit of team working	8. Working efficiently/effectively/professionally at all times

Please note

This is a description of the duties and responsibilities of the job at date of publication. The duties may change over time as requirements and circumstances change. The post holder may have to carry out other duties as may be necessary from time to time