

Job Description

Post Title: Distribution Team Recruiter [Production Network]

Requirement: Recruiter/Bi-lingual [Eastern European - English Speaker]

[Essential criteria: Experience in recruiting self-employed EE staff to work in UK or similar]

Contract: Full time, permanent **Location:** Blackburn/London

Salary: £35- 40k P/A + OTE £10k discretionary bonus scheme + pension

Directly reporting to: Network Production Manager [NPM]

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 therefore, rely on good quality teams to distribute collection bags and to collect the donations. We contract self-employed teams from E Europe/UK and UK Franchise teams - using recruitment consultants.

1. Function of Post

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

The key function of this post is to:

- Recruit quality self-employed distribution/collection staff teams from Eastern Europe /UK to join our operations network. The current target is to contract 10 reliable self-employed teams per month.
- Increase Network capability with stronger reliable teams and through induction training for new staff support and strengthen the distribution team network overall.

2. Key Duties of the post:

The Recruiter/trainer will:

- Use a planned approach to delivering effective recruitment services for the Network
- Support managers [depot, franchise and Production Network] by providing the required numbers of quality teams. Target 10 teams per month [3 personnel per team]
- Develop and propose a range of recruitment methods [alongside those currently used] to build a sound recruitment plan, which covers EE & UK recruitment; monitoring and assessing methods and results
- Work with the network production manager to ensure employment practices are in place to maximise the ability to attract and retain the kind of quality workforce we need
- Plan all aspects of recruitment – with key targets, clear and measurable processes and monitoring systems

- Organise, plan and conduct interviews/screening/ assessment sessions and company recruitment roadshows or other similar job fairs.
- Using materials already in place, develop a strong Customer Focused message in all aspects of recruitment and induction training.

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

a) Recruitment

1. A systematic approach to carrying out all aspects of the recruitment of self-employed network distribution staff, [from EE and UK]. Managing all aspects of team recruitment and induction training [from advertising to telephone screening - interviews and contacting of staff teams - managing all employment documentation and checks]
2. Using in-house documents and formats for all communication/ correspondence/translation of information where necessary

You will work with NPM to build team retention:

1. Plan and monitor recruitment and retention in the network, and develop ideas/ initiatives geared towards improvements.
2. Build on current Recruitment systems, ensure data collected is analysed and patterns and trends in team recruitment are understood, and used in any future recruitment plans.
3. Set up and maintain an accurate 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/training
5. Play a key role in all CAS team recruitment initiatives, liaison with 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 recruiting 10 teams per month and in conjunction with this target 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 processes /method.
13. Use research information to identify possible issues impacting on recruitment and make recommendations or identify options/solutions to address these.

b) Training - First stage induction for new recruits

Working with the support of NPM and network managers [alongside existing training materials and programmes], you will develop an induction training programme 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 staff awareness and understanding of:

1. Why Procedures and Processes are key to Operational success
2. The importance of working as a team – company vision and 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