

Job Description for:

Recruitment Consultant

Reporting to: Branch Manager

Location: Branches nationwide

Setting the Scene: TP conducts its supply business through local branches, which are staffed with a branch manager and usually between 2 to 6 recruitment consultants, of which one or more may be a senior RC. That whole branch operates as a team under the control of the BM and commission payments are determined by the team's performance, not the individuals. At TP the 'Candidate is King' and all staff are required to provide all candidates with the best possible service whilst simultaneously providing our schools with an excellent service.

Overall Job Objective:

To provide a quality educational staff supply service to all schools and education supply workers in your allotted area of responsibility, in a manner that enhances the reputation of the company and leads to business growth from satisfied customers.

Subsidiary Objectives:

1. To recruit, vet and maintain effective working relationships with teachers, teaching assistants and nursery nurses available for supply work and resident in your area of responsibility.
2. To provide those teachers/educational staff with a professional agency supply service, finding them the supply work that they desire whilst treating them with respect and being open and honest with them at all times.
3. To increase your pool of available teacher time by earning their preference to work through TP rather than other agencies and by earning their desire to recommend TP's services to their friends and acquaintances.
4. To increase your pool of available teachers through contributing to branch recruitment tactics and by providing an impressive and extremely rapid recruitment service when an application is received, getting the applicant out working for TP as fast as possible whilst adhering to TP's critical vetting rules.
5. To establish, maintain and develop relationships with schools (all relevant staff of) in your area who have a demand for educational supply staff.
6. To provide those schools with an efficient and professional supply service based upon respect, complete honesty and total commitment.
7. To develop relationships in all using schools with the full range of staff who might benefit from our services: The person in 'charge of supply', the head-teacher, the SENCO and staff responsible for filling vacancies (heads of departments / deputy heads).
8. To secure additional school relationships through making suitable contact, at a suitable time, in a suitable way, with a suitable offering, thus finding additional work opportunities for your registered supply staff.
9. To balance school and teacher/TA business development effectively such that we can satisfy the needs of both sets of customers optimally.
10. To secure regular emergency and long-term bookings from customer schools and match those bookings with the most suitable supply staff available in a professional and (sometimes critically) very rapid manner.
11. To protect your valuable supply staff availability by ensuring that you fill their diaries with suitable work through actively selling them in advance.

Main Duties:

1. Respond effectively to a range of inbound telephone business enquiries and where practical convert the enquiry to an appropriate booking in accordance with specified processes, procedures, standards and relevant Teaching Personnel regulations.
2. Whilst in telephone contact with schools and teachers; simultaneously navigate the computer system, responding to prompts whilst maintaining a conversation and updating the database with information being gleaned, in a disciplined manner (not easy).
3. Undertake effective outbound sales calls to secure work for your supply staff and where practical convert to an appropriate booking in accordance with specified processes, procedures, standards and relevant Teaching Personnel regulations.
4. Recruit interview and vet prospective candidates to build a quality database of local staff in accordance with specified processes, procedures, standards and relevant Teaching Personnel regulations.
5. Maintain regular contact with all of your supply staff to keep them in your fold and available for work through TP for the maximum % of their time.
6. Arrange and undertake effective client visits generating new business and providing quality follow-up service visits for existing clients.
7. Ensure that the administration, reporting and record keeping are completed accurately, on time and adhere to all specified processes, procedures, standards and relevant Teaching Personnel regulations.
8. Maintain a good working understanding of TP's database system (Evolve) such that its benefits are fully exploited whilst updating data in a disciplined manner. Keep abreast of all changes as they arise.
9. Positively participate in performance management and personal development processes. Determine with your manager where business development efforts should be directed.
10. Identify and suggest improvements to new and existing processes / procedures / systems.
11. Prepare suitable quality CVs for all supply staff seeking long-term work and agree appropriate PMPs (teacher marketing plans).
12. Supporting fellow team members in their areas when work demands require.
13. Such other tasks, as are delegated by your BM at any time.

External communications:

You will be required to conduct detailed interviews with teachers, teaching assistants and nursery nurses, determining their suitability for supply work, verifying all vetting requirements and effectively selling TP to them. Subsequently you will be in regular daily / weekly contact with most of your registered staff by telephone. You will also be required to maintain regular telephone and visit contact with your using schools. Business development will require you to make regular daily telephone calls to potential new customer schools on behalf of your supply staff, hopefully gaining opportunities to visit those schools to sell yourself, TP and your supply staff.

Internal Communications:

You will be in constant verbal contact with all staff in your own branch and your manager. In addition all branch staff may come into contact with head office support staff who provide assistance where required. These could include: credit controllers chasing invoices, recruitment admin staff helping with vetting teachers, marketing staff, IT support, Human Resources manager etc.

Resources available to help you do your job:

1. Your colleagues, for help and/or advice
2. Your manager, for instruction, guidance, coaching and help
3. Initial induction training
4. Ongoing regular courses from training department
5. The Evolve database system and associated hardware
6. IT support from IT and the Evolve/branches interface officer
7. Regular 1 to 1 meetings every 2 weeks with your manager
8. Quality KPI reports on your area's business activity
9. Annual 'Personal Review and Development Planning' meetings
10. Structured Career Ladder for progression and personal development
11. Recruitment Administration department (advice on recruitment)
12. A pleasant working environment

Remuneration Package:

Basic Salary & Commission: To reflect experience, skills and ability, as per Career Ladder salary and commission bands

Mileage: Business mileage expense covered

Benefits: Stakeholder Pension, with Company contribution after 12 months service; Death in Service benefit; Childcare Voucher Scheme (Salary Sacrifice)

Hours of Work & Holiday Entitlement

Employment is full time and the normal working hours are 8.5 hours per day, Monday to Friday, totalling 42.5 hours per week. The office opening times are either 07.00hrs or 07.30hrs to 18.00hrs and staff will be expected to work suitable shifts between these times, arranged on a rota schedule.

Outside of normal working hours an 'on-call' service is operated. At the end of each working day, an allocated consultant will be responsible for the operation of the on-call service.

When schools are closed during the main holiday periods and half term weeks, unless work demands require otherwise, working hours will reduce to 35 hours per week, working Monday to Friday 09.00hrs to 17.00hrs.

Holiday entitlement is 25 days per annum (plus UK Bank Holidays), increasing to 28 days with service. Holidays must normally be taken during school holidays.

What TP expects from you:

TP expects you to carry out your duties to the best of your abilities at all times, in a cheerful manner and with due respect for all teachers, school staff and fellow employees that you come into contact with. We do not expect the impossible. We expect you to be professional at all times.

What you can expect from TP:

TP will provide you with a pleasant working environment, reasonable expectations and full support to enable you to do your job effectively. This includes training, coaching, management instruction, honest regular feedback and rapid answers to all reasonable questions. You will be dealt with honestly and with due respect at all times.