

Person Specification for:

## Recruitment Consultant

### Skills & Attributes:

	Essential	Desirable
<b>Experience</b>	<ul style="list-style-type: none"> <li>√ Experience of working in a customer-driven service environment</li> <li>√ OR appropriate experience of the education world plus a natural aptitude for a customer driven service environment</li> </ul>	<ul style="list-style-type: none"> <li>√ Experience of working in recruitment, or education</li> <li>√ Experience of working in sales (telesales or face-to-face)</li> <li>√ Experience of working in a target driven environment</li> </ul>
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>√ Good passes (grade C or above) in GCSE English and Mathematics or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>√ Holder of REC Certificate in Recruitment Practice</li> <li>√ General educational attainment enabling comfortable interaction with senior education staff</li> <li>√ Teaching qualification / experience</li> </ul>
<b>Knowledge &amp; Expertise</b>	<ul style="list-style-type: none"> <li>√ Competent user of IT, including basic working knowledge of Microsoft Word and Excel</li> <li>√ Knowledge of the local area</li> </ul>	<ul style="list-style-type: none"> <li>√ Detailed knowledge of education recruitment market</li> <li>√ Understanding of school and supply teacher / TA needs and preferences</li> </ul>
<b>Teamwork &amp; Co-operation</b>	<ul style="list-style-type: none"> <li>√ Operates as an effective team member</li> </ul>	<ul style="list-style-type: none"> <li>√ Motivates others</li> <li>√ Cheerful manner</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>√ Demonstrates the ability to forge and maintain relationships over the telephone and face to face</li> <li>√ Active listener</li> <li>√ Clear and confident verbal communicator</li> <li>√ Able to influence others</li> <li>√ Ability to take rebuttal politely and retain enthusiasm</li> <li>√ Ability and desire to develop new business</li> </ul>	<ul style="list-style-type: none"> <li>√ Demonstrates proficient written communication skills</li> <li>√ Good organisational and time management skills</li> </ul>
<b>Special Conditions</b>	<ul style="list-style-type: none"> <li>√ Holds valid UK driving licence and vehicle owner</li> <li>√ Flexible and able to attend training and events outside of normal working hours as and when required</li> <li>√ Prepared to work long hours with early starts / late finishes as necessary</li> </ul>	

## Attitude & Behaviours:

	Does	Does Not
<b>Dedication</b>	<ul style="list-style-type: none"> <li>√ Commit to providing the highest standards of customer service</li> <li>√ Have a desire to work closely with the education sector in a service driven environment</li> <li>√ Focus on requirements of the candidate and client</li> </ul>	<ul style="list-style-type: none"> <li>⊗ Accept second best</li> <li>⊗ Show any reluctance to seek or respond to support from manager and/or colleagues</li> </ul>
<b>Motivation</b>	<ul style="list-style-type: none"> <li>√ Motivate self</li> <li>√ Have a strong work ethic</li> <li>√ 'Go the extra mile'</li> </ul>	<ul style="list-style-type: none"> <li>⊗ Need constant supervision</li> <li>⊗ Cut corners</li> </ul>
<b>Responsibility</b>	<ul style="list-style-type: none"> <li>√ Take ownership and accountability for own work</li> <li>√ Take pride in own work</li> <li>√ Acknowledge and learn from mistakes</li> <li>√ Ask questions and seek advice where required</li> </ul>	<ul style="list-style-type: none"> <li>⊗ Blame others when failures happen</li> <li>⊗ Accept sub-standard levels of work or customer service</li> <li>⊗ Ignore mistakes and failures</li> <li>⊗ Disregard or disrespect company rules and procedures</li> </ul>
<b>Interpersonal Relationships</b>	<ul style="list-style-type: none"> <li>√ Contribute to a friendly, supportive and social team environment</li> <li>√ Desire success for the team as well as achieving own personal goals</li> <li>√ Understand the value of developing relationships</li> </ul>	<ul style="list-style-type: none"> <li>⊗ Drag others down with own negativity</li> <li>⊗ Undermine others</li> </ul>
<b>Competitive Spirit</b>	<ul style="list-style-type: none"> <li>√ Have a strong desire to succeed</li> <li>√ Find motivation in being set targets</li> <li>√ Respond positively in a competitive environment</li> <li>√ Respond calmly under pressure</li> </ul>	<ul style="list-style-type: none"> <li>⊗ Give up easily</li> </ul>
<b>Change Management</b>	<ul style="list-style-type: none"> <li>√ Positively embrace change</li> <li>√ Show willing to try new ideas</li> <li>√ Support change even if not in full agreement</li> </ul>	<ul style="list-style-type: none"> <li>⊗ Negatively resist or ignore change</li> <li>⊗ Refuse to try something new</li> </ul>
<b>Attitude</b>	<ul style="list-style-type: none"> <li>√ Take pride in doing a professional job, well</li> <li>√ Demonstrate loyalty and reliability</li> <li>√ Show enthusiasm</li> <li>√ Enjoy and get satisfaction from hard work</li> <li>√ Always show respect to teachers, school staff and fellow TP staff</li> </ul>	<ul style="list-style-type: none"> <li>⊗ Act only in self interest</li> <li>⊗ Ignore the needs of the team</li> </ul>