

## Practical Explanation of the Role of:

# Recruitment Consultants at TP

### **Background:**

Teaching Personnel is a national teacher supply agency, operating from 30 branches across England and Wales. The bulk of our business is the provision of supply teachers to schools, although we do place some teachers in permanent positions. The nature of our business means that staff have to effectively straddle two types of activity and so it can be difficult to find people who fit. Traditional recruitment staff are used to being self-driven and making cold sales calls, which is a key element of our work. However, the other key element is the ability to establish good professional relationships with teachers and other school staff, including head teachers. We have recently decided to change our recruitment strategy to recruit people from outside our direct industry, providing them with training and our own cultural style. The purpose of this document is to convey to potential staff who might be considering a role as a supply teacher recruitment consultant what the job entails and what we are looking for from applicants.

### **A typical day as a TP Recruitment Consultant:**

Arrive at 7:30 am and the phone is ringing with a primary school secretary who needs a supply teacher by 8:30 am today as her class 4 teacher has had an accident. Whilst on the phone you input the details into the computer system and 3 teachers show up as available. After discussing suitability you undertake to get one of two in today and will call back in 15 minutes. The first teacher does not answer and the second is not keen on the school as it is 11 miles away, but you use your charm to persuade her to attend and pass the news to the school. After updating the computer (it does all of the invoicing, sending confirmations etc automatically) you are pulled into the same sequence repeatedly until 8-45 am, getting help from your three colleagues and giving help as demanded. The time is gone in a flash and your branch manager briefs you all for ten minutes on today's priorities.

Next stage is ringing around a sequence of local primary schools (contact details on our computer system) which have been pre-chosen by you and your manager; actively selling out teachers for short term supply work, where we are certain of their availability. Several of the school staff you know well and enjoy the conversation, but you come across three in a row who do not appreciate your call and you need to dust yourself down and get back on the phone. Lunchtime suddenly grabs you from nowhere and the system pushes you to contact teachers (who should be out of class now) so that you can confirm that they can make bookings for the rest of the week. It is a good day and you get through to 6 of the 9 that you attempt and 4 can fill the bookings that you request. The system then prompts the next best teachers to call for the remaining 5 bookings. Before doing that you need to chase a teacher who applied yesterday for one piece of information, which is missing, before you can put her on-line. Controls are very tight due to the 'protection of children' issues that are critical to our business. The teacher is very promising, she was highly impressive at interview, and if we can offer her work before any other agency then she is likely to stick with us. The whole branch is keen that we get her on board. A colleague already has two potentially interested schools and if she can be placed in a long term booking for the rest of the term it will boost the branch to above Sheffield branch and we are likely to get the extra branch bonus for hitting target!

In the afternoon, before the rush after school, you are allocated a 'power hour' to contact schools which the computer tells you have recently advertised for permanent staff. You have a list of staff that we have available who want a permanent position and your key objective is to get through to the right person (Head of Modern Languages) and entice her with the best characteristics of your most suitable teacher before she has time to think of her competing priorities. As luck has it they have just interviewed 6 applicants who speak French with a Geordie accent. From previous contact with your teacher you know that he lived in Grenoble until the age of 25 and that mention secures a trial day next Monday...

You finally leave for home at 5-30. Yes you are tired, but today you had three major successes and only four rude calls. What is more the branch has jumped two places in the latest competition leader-board and you are determined to collect the prize at the summer party... Tomorrow you have four school visits planned and as you drive home you ponder over an innovative way to sell your teachers and TP.

### **Personal Characteristics Sought:**

- √ The ability to converse easily with teachers and head teachers as an equal
- √ Comfort with using a computer system and the personal discipline to input what is required at every step
- √ The ability to assimilate data from the screen quickly and use the data to sell a teacher to a school (for a day, a week, a term etc.)
- √ The ability to work in a team, assisting others and seeking assistance from colleagues
- √ The drive to work hard and push yourself to do your best, even if some of the tasks are not palatable to you
- √ The energy to keep going through the day when you are continually busy
- √ The ability to get on with colleagues – four people or more at your branch, all working together and earning commission based on the combined results of the team
- √ The ability to enjoy hard work and obtain satisfaction from that work
- √ The desire to succeed

### **What We Offer Our Staff:**

- Respect
- Induction, sales, system and management development training
- Coaching from your immediate manager and support from colleagues
- A lively and enjoyable environment
- Clear guidance on job, tasks and expected achievements
- A worthwhile job ensuring that children are taught by a qualified teacher
- Regular meetings every two weeks with your manager discussing the previous period and agreeing actions for the next period
- Annual appraisal procedure for your personal development and structured Career Ladder
- Opportunities to progress as the company expands
- Regular briefing on company matters
- A fair salary and team based commission
- Branch, regional and company-wide social events