



JOB DESCRIPTION AND PERSON SPECIFICATION 2022/23

Role: Recruitment Resourcer

Location: Head Office, Crawley/Remote

Salary: £20-£25k dependent on experience

Hours: Full time 37.5 hours Monday to Friday

Main Purpose

The central role of the recruitment resource is to triage the daily applications for our courses and engage with applicants to understand the next steps on their employment journey. The role requires building relationships with our military candidates and working with our Recruiter to match the applicant skills to vacancies with our network of employers. Most of the work will be on the phone calling to discuss experience, check qualifications, support to develop CV's, whilst providing information, advice and guidance for interviews and employment. Based within our Head Office there will be requirements for face to face meetings with team members. The successful candidate will be responsible for engaging with all new applications, keep track of all applicant progressions, and manage all administrative duties.

Person profile:

This role is a vital first link to our applicants and supporting them in their transition from the military into employment. This is a challenging role in a fast paced, target driven and demanding environment and this brings great rewards. The role will suit an individual who has experience of working in an office, has a great personality, and an excellent communicator. The successful applicant should have an exemplary telephone manner managing both incoming and outgoing calls. They should be able to initiate and manage candidate relationships, understanding their requirements and needs. It will be advantageous if the person has experience of the military transition or that of recruitment resourcing. They should be reliable, conscientious and be able to work independently and have a collaborative mindset. They should be able to effectively manage their time along with numerous calls and case loading showing their continuous drive and determination.

The role is ideally based at head office, though travel may be required to visit our candidates at our national locations.

Contact: eddieo@buildingheroes.org.uk



Key tasks and accountabilities -Recruitment Resourcer

- Develop and maintain relationships with all applicants
- Proactively search, attract, and shortlist candidates using all necessary tools available including online job boards.
- Place and update weekly job adverts and monitor & process applications and responses efficiently
- Initiate and manage candidate relationships, predominantly over the telephone, understanding their requirements and needs
- Ability to meet deadlines and targets
- Determine suitability and qualify candidates by adopting an efficient and effective screening process
- Work towards set targets, deadlines, and Key Performance Indicators (KPIs)
- Maintenance of various databases including adding new candidates and CV entry
- Manage incoming calls and daily triage of new applications, make outbound calls to existing database
- Ensuring strong relationships are maintained with partners and the veteran community
- Pro-actively source suitable opportunities and direct routes into employment
- Screening and Selecting – Pre-screening, via telephone, candidate suitability for the course, location, job vacancies to make sure they meet the requirements of Building Heroes criteria and the employer
- Promote candidates to potential recruiters. Supporting the transition, where appropriate, to employment. Offer ongoing employer support, for the recruitment service.
- Liaise with both potential employers and centre co-ordinators (CC) with regards to interviews and job offers. Follow up with both employer and CC, confirm placement and invoice employer introduction fee. Confirm payment in agreed manner.
- Build and maintain good professional relationships with the CC to identify learner requirements and support delivery.



- Build and maintain an effective rapport with learners to ensure that all participants are given appropriate assistance to enhance their chances of starting and sustaining work
- Work collaboratively with peers using verbal and written reports to ensure accurate and timely progress reviews, to meet the requirements of funders and stakeholders
- Maintain data management of all information, ensuring it is fully updated and accurate, and undertake any other administrative duties required. Including collection of data to support monitoring, evaluation and reporting.
- Confidently, and professionally promote Building Heroes employability services, by representing the organisation at appropriate events, e.g. networking events and employment fairs
- Liaise with candidates, and Resettlement Offices to advise job vacancies. Produce and circulate a weekly job bulletin to CC's and update website and graduate social pages.
- Use a variety of methods to engage with key stakeholders– such as one-to-one, site meetings, talks, presentations, press releases, social media and marketing as needed
- Attend staff meetings and staff training as required

Key Targets - Recruitment Resourcer

This post has key targets that are required for the success of this post. These targets will be set and agreed annually, and will include, but not be limited to:

- All new applicants are contacted within 72 hours
- Screen and format all CV's
- Meet operational targets with learners placed into employment
- Learner satisfaction, offer a brilliant applicant experience for everyone who applies
- Ongoing employment support to graduate learners
- Employer partner satisfaction levels
- Ensure all processes and compliance procedures are followed
- Support in maintaining applicant records
- Assisting and reporting to recruitment lead/line manager



There will, from time to time, be other duties or tasks not specifically covered in this Job Description that you will be expected to undertake to provide the best possible support to the veterans and to promote the development of the Charity.

Special Requirements: Recruitment Resourcer

1. The necessity to be flexible is of prime importance.
2. All staff are expected to work as part of a team, supporting and covering for each other in times of need and will be required to attend and fully participate in staff meetings, training and events, this may include occasional weekends.
3. All staff are expected to liaise with each other to ensure that the overall needs of the charity are met and particular attention should be paid to ensuring that information is exchanged between staff, learners and employers.
4. Staff are expected to work to a high professional standard in a manner that promotes a positive relationship with the cohorts, based on mutual trust, confidence and understanding.
5. Building Heroes provide opportunities for training and staff development and all staff will be expected to embrace such opportunities as are offered and to participate fully therein.
6. Developing quality control.
7. Staff are required to be familiar with, and comply with, statutory and all Building Heroes policies and procedures. Particular attention should be paid, but not limited, to the following:
 - a) Ensuring Health and Safety at Work and the promotion of high standards of health and safety, fire precautions and prevention.
 - b) Ensuring high standards of health and hygiene.
 - c) Ensuring an understanding of and respect for confidentiality and GDPR regulations. The post holder will not disclose to an unauthorised person any confidential information acquired through official duties unless they have received official permission to do so.
 - d) Equality & Diversity

In the event of exceptional circumstances, or circumstances/conditions beyond the control of the Charity staff are required to arrive for work as normal.

Staff will be asked to help their colleagues, in any area, to help business continuity and ensure the smooth running of the Charity.

April 2022



PERSON SPECIFICATION – Recruitment Resourcer

<ul style="list-style-type: none"> • Experience 	<p><i>Desirable</i></p> <ul style="list-style-type: none"> • Military resettlement • HR/Recruitment Resourcing • Ability to screen and format CVs for wide amount of national jobs • Managing candidate aftercare activity, including start date confirmation and ongoing periodic customer care communications • Ensuring all process and compliance procedures are followed • Excellent communicator • Must be an advocate and supporter of positive change
<ul style="list-style-type: none"> • Qualifications 	<p><i>Desirable:</i></p> <ul style="list-style-type: none"> • Qualified to at least Level 3, or have equivalent experience, and can demonstrate good numeracy, literacy and IT skills
<ul style="list-style-type: none"> • Personal Skills 	<ul style="list-style-type: none"> • Strong communication skills • Exceptional organisations skills • Proactive and willing can do attitude • Persuasive – being able to sell roles to candidates and candidates to clients is a must • Computer skills – management of progression sales figures, candidate information and tracking • Highly motivated and resilient • Competitive • Desire to progress • Good verbal written English • Microsoft office – Word, Excel, Powerpoint