

Reed Specialist Recruitment Resourcer

Role	Role Title: Resourcer Reporting Line: To Consultant or above	Location: Various nationwide Remuneration: Base salary
Job Purpose	<p>The key purpose of the Resourcer role within Reed Specialist Recruitment is to support office performance through taking responsibility for non-sales related business transactions and to deliver an exceptional level of service to candidates and clients.</p>	
Principle Accountabilities	<p>Supporting Consultant Business Development Activity</p> <ul style="list-style-type: none"> • Fostering and developing close working relationships with clients to identify their current and future business needs • Seeking to fully understand the requirements of clients' roles to maximise success ratios when putting candidates forward for the position • Demonstrating the necessary understanding of the recruitment processes and time scales to successfully manage client expectations • Understanding the processes, procedures and requirements of the clients' internal recruitment systems • Obtaining referrals and leads from candidates • Delivering a world-class service that exceeds the expectations of the client and candidate • Creating business opportunities through proactive marketing of candidates • Attending client meetings to service existing business and seek new business <p>Candidate Activity:</p> <ul style="list-style-type: none"> • Searching/sourcing for candidates via direct advertising, job boards, social media and referrals • Conducting marketing activity to attract new candidates to register with REED • Developing strong relationships with candidates through effective networking • Registering and interviewing new candidates to evaluate their skills, experience and career goals • Completing relevant background checks and referencing • Matching candidates to temporary/interim opportunities and filling existing temporary assignments • Fully preparing candidates prior to submitting them to temporary bookings • Writing accurate and engaging candidate profiles for Consultants to actively promote to clients • Working with urgency and ensuring that candidates are supplied to Consultants in a timely manner • Ensuring that all data relevant to the recruitment process is accurately recorded using internal databases 	

	<ul style="list-style-type: none"> • Ensuring all processes and procedures are followed to meet legislative and internal quality and compliance requirements • Producing ad-hoc reports as required • Ensuring adherence to candidate data compliance • Managing the candidate timesheets process in-line with payroll deadlines <p>The above is not an exhaustive list of duties but gives an indication of work to be undertaken</p>																
Key Relationships	<ul style="list-style-type: none"> • Clients – Understanding the requirements of clients vacancies • Candidates – Sourcing candidates and building relationships to ensure effective matching • Co-Members – Cooperating with and providing full support to the Recruitment Consultant(s). Working collaboratively with colleagues to ensure overall office success and maximise cross selling opportunities 																
Overview of Attributes, Motivators & Abilities	<table border="0"> <tr> <td>Attributes:</td> <td>Deliver Results</td> <td>Analyse Information</td> <td>Create Solutions</td> </tr> <tr> <td></td> <td>Communicate Clearly</td> <td>Influence & Control</td> <td>Collaborate with Others</td> </tr> <tr> <td>Motivators:</td> <td>Resilient To Challenges</td> <td>Willingness to Learn</td> <td>Desire to Succeed</td> </tr> <tr> <td>Abilities:</td> <td>Perform</td> <td></td> <td></td> </tr> </table>	Attributes:	Deliver Results	Analyse Information	Create Solutions		Communicate Clearly	Influence & Control	Collaborate with Others	Motivators:	Resilient To Challenges	Willingness to Learn	Desire to Succeed	Abilities:	Perform		
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Key Performance Indicators (KPIs)	<p>Resourcers are set a number of targets and key performance indicators (KPIs). These include:</p> <ul style="list-style-type: none"> • Timely sourcing of suitable candidates for Consultants to present to the client • Adherence to candidate data compliance • Candidates registered • Accuracy and efficiency of candidate management • Coordination of Consultant marketing activities • Quality of candidate and client correspondence • Effective management of the compliance processes 																
Attributes, Motivators & Abilities	<p>Deliver Results: A relentless focus on achieving goals, effective planning, organisation and prioritisation.</p> <ul style="list-style-type: none"> • Relentlessly focused on tasks which deliver desired results and achieves commercial outcomes • Responsive and flexible when needed to get the job done • Has a sense of urgency around delivery and is able to do things quickly • Structures the day around critical tasks • Values time and prioritises the tasks that lead to income generation • Consistently performs above the minimum for their KPI's and understands that this will drive revenue and ultimately their income • Goes the extra mile to ensure urgent tasks are completed • Disciplined in seeing tasks through from start to finish • Completes the non-income generating tasks such as compliance properly and within agreed timescales <p>Analyse Information: Gathers data and processes information to make decisions. Can quickly interpret information.</p> <ul style="list-style-type: none"> • Gathers and uses information from the marketplace including conversations with candidates • Asks appropriate and relevant questions to understand the business need in order to find the right candidates • Matches candidates to bookings based on information given about the candidate and role • Has an appreciation of commercial drivers and factors these in to decision making • Understands KPI's and how the ratios work • Numerate and able to calculate margins and fees to ensure the best commercial return 																

- Computer literate, able to pick up systems quickly and utilise them effectively to search for candidates and match them to clients/bookings

Create Solutions:

Creatively solves problems and finds new solutions.

- Anticipates and creatively solves problems encountered in their working day; comes up with several solutions when issues arise
- Doesn't give up when met with difficult responses from candidates and is able to look at the situation from different perspectives
- Doesn't take "no" for an answer; keeps seeking other options/offerings
- Able to think on their feet, spots opportunities and matches quickly using knowledge, memory, experience and systems
- Remains calm in the face of the daily issues arising and methodically resolves situations without being thrown off track

Communicates Clearly:

Able to communicate clearly in writing, on the telephone and in person.

- Able to communicate clearly over the telephone and face to face with an approachable style that candidates will warm to
- Tailors communication style to their audience
- Able to communicate clearly in writing with appropriate language and good grammar, spelling and punctuation
- Shows attention to detail with written communication
- Builds rapport and trust with candidates
- Demonstrates active listening skills
- Demonstrates credibility to candidates by adapting their communication style to suit the situation
- Open and honest in their communication with others

Influence & Control:

Able to influence candidates and Co-Members. Takes control of jobs.

- Builds rapport and asks lots of questions to understand what both parties are looking for and uses this to gain influence and control
- Manages the candidate throughout the process, anticipating and preparing for issues that may occur (e.g. counter-offer)
- Takes control of the job they are working and manages the candidate towards their desired outcome
- Able to speak to people reflecting their language and communication style
- Brings life experience to bear when influencing others, able to put self in another person's shoes and use examples to influence them
- Able to negotiate with the candidate to get the best commercial outcome for Reed

Collaborate with Others:

Works well with all stakeholders. Recognises the value of supportive teamwork.

- Driven and self-motivated but not to the detriment of the wider team
- Asks for help from others when needed
- Works collaboratively with candidates to find them the right opportunity
- Acts as a team player within the immediate office and supports colleagues as needed
- Adheres to internal rules regarding passing candidates to the relevant division/team
- Has an awareness of other Resourcer's vacancies in order to refer suitable candidates

Resilient to Challenges:

Self-motivated and able to keep up a positive attitude and keep going during challenging times.

- Keeps a positive attitude during challenging situations

- Doesn't take it personally when something goes wrong, picks themselves up and continues
- Able to repeatedly carry out the same tasks with enthusiasm
- Has a will to keep going
- Self-aware and able to take feedback
- Sees the bigger picture (e.g. recognising that even if a candidate doesn't take one role they may be useful again in the future)

Willingness to Learn:

Constantly seeking opportunities to learn and develop personally. Open to learning new approaches to doing things.

- Willing to try new things and open to change
- Quickly picks up information, pays attention to what they are being told and rarely needs to be told something more than once
- Seeks help from others where they recognise they have gaps in their knowledge or skill set
- Asks/volunteers for stretching pieces of work or new projects to develop personally

Desire to Succeed:

Positively motivated for their role. Demonstrates passion and energy for their work and driven by a desire to succeed.

- Understands the key requirements of the role and what drives success in the role
- Able to clearly articulate what success looks like for them within the role
- Has clearly defined their goals within their role and has a plan for how to achieve this
- Relentlessly focused on being the best and beating the competition
- Driven by league tables, competitions etc.
- Commercially focused and clearly sees the link between making money for the business and making money personally
- Focuses their time and energy on activities that will make them successful

Perform:

Ability to sell to candidates.

- Focused on candidate attraction and marketing including e-shots, drops etc.
- Comfortable being on the phone and taking detailed calls
- Has the ability to engage candidates over the phone and face to face
- Has a thorough understanding of their candidates and their vacancies so that they are able to answer any questions directed to them
- Able to spot sales opportunities in a situation and passes lead information to the team