

Contract:	Fixed Term - Six Months
Level:	1
Hours:	Full Time
Location:	West Midlands
DBS required:	No
Starting Salary:	£21,450

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## Recruitment Coordinator

### Purpose of the team:

This team manages high volumes of applications for one of the UKs largest graduate recruiters. Our aim is to deliver a diverse cohort of committed, engaged teachers which is fundamental in addressing Teach First's vision of ending educational inequality. The Application Management Team is based in our West Midlands office, and is integral to the recruitment department.

### Purpose of the role:

The recruitment coordinator is responsible for supporting the Application Management team. You will be assisting Application Management Officers to deliver a world class recruitment service, through administration, pipeline support and ad-hoc projects. The role is intended to achieve teacher recruitment targets so that Teach First can place teachers where they are needed most to end educational inequality.

### At this level you will:

- **Impact:** To assist Application Management Officers to achieve targeted conversions and numbers of hires to the Leadership Development Programme
- **Communication:** Be able to communicate effectively across diverse range of stakeholders from candidates to colleagues. Provide timely administrative support across the Application Management Team. Build strong working relationships.
- **Innovation:** Management of internal recruitment processes and provide ad-hoc support to Recruiters and the wider department. Follow admissions procedures to effectively manage applications. Share best practice and provide creative and innovative solutions for challenges.
- **Knowledge:** Ability to expertly promote the Teach First Leadership Development Programme, delivering accurate information to applicants in line with correct Teach First messaging. Thorough understanding of all internal recruitment processes

### Your responsibilities will include:

- Support potential candidates from a variety of backgrounds to encourage them to apply for the Leadership Development Programme.
- During a busy time of year you will be on hand to support the team with a variety of tasks, such as lead conversion and candidate calling.
- You will be responsible for responding to candidate queries over email and phone, escalating to relevant colleagues where relevant.
- Supporting with ad-hoc projects
- Communicating with candidates across all stages of the recruitment process.
- Maintain accurate records of all communications within our customer relationship management system.

- Expertly promote the Teach First Leadership Development Programme, delivering accurate information to applicants in line with correct Teach First messaging and representing Teach First in a professional manner both internally and externally at all times.
- Maintain an exceptional standard of customer service at all stages of the candidate journey, ensuring effective internal communication with colleagues across the Recruitment department.

*The critical responsibilities of this role are described above. They may be subject to reasonable changes from time to time in line with business need. As part of the role you may be required to travel to other UK locations from time to time. You will also be required to attend away days/retreats and the annual “Offsite” event which is mandatory for all employees.*

## Person Specification

### Essential skills and experience:

- **Self-Management:** Dynamic and flexible. Excellent organisation, prioritising and planning skills and able to work effectively independently and on own initiative.
- **IT literate:** Proficiency with MS office, Outlook, Excel and ability to develop knowledge and proficiency of the Teach First relationship management system.
- **Process management:** Complies with relevant processes and operating procedures and makes simplifications wherever possible with an ability to deal with high volumes and working to short deadlines.
- **Relationship Management:** Exceptional relationship-building skills; the ability to establish effective relationships with people from all backgrounds (including prospective applicants, incoming participants and Teach First employees).
- **Communication and Influencing:** Excellent written and verbal communication skills. Experience of creating and implementing successful communications plans.
- **Prioritisation:** Ability to plan and prioritise own workload in a fast-paced environment with challenging results based targets.
- **Problem Solving:** Working independently to identify challenges and implement solutions to significant challenges.
- **Accuracy and attention to detail:** Able to maintain attention to detail and work accurately within a busy environment. Including following processes and delivering accurate (correct) messages to candidates and internal colleagues.

### Desirable skills and experience:

- **Customer Relationship Management system knowledge** - experience using CRM systems and ability to develop knowledge and proficiency of Teach First’s relationship management system.
- Experience working in an administrative role or position requiring strong organisational skills.
- Good understanding of Teach First Leadership Development Programme and recruitment process

**All our employees are expected to model our values and help others to do so.**

## Benefits

Teach First’s core benefits include 27 days holiday per annum (3 of which must be taken during the one week holiday shutdown period between Christmas Day and New Year’s Day), participation in the pension scheme via Salary Exchange (with an employer contribution of up to 6%), life assurance, income protection and private healthcare. Through our flexible benefits platform access to childcare vouchers, interest free travel season ticket loan, subsidised dental membership, health screening, discounted gym membership, travel insurance, GAYE and the option to buy/sell annual leave.

### How to apply

To apply for a vacancy at Teach First you are required to complete an online application. Please have your CV and covering letter ready to upload. If you are an internal candidate please apply via your HR Self Service menu after informing your line manager of your interest.

### Next steps

We aim to provide feedback to all applications within 10 working days from the closing date. For this role we will be holding interviews in our Birmingham office on 15<sup>th</sup> November 2018.