



Recruitment Manager Job Description & Person Specification March 2025

JOB PURPOSE

Reporting to the Director of People and Culture, the Recruitment Manager will lead on the development and delivery of resourcing strategies and solutions to provide an efficient, effective and candidate focused recruitment service, whilst promoting person-centred, values and behaviours-based recruitment best practices.

They will manage a small team and work closely with the wider People and Culture department, to ensure the provision of a seamless and joined up, end to end approach that promotes the reputation of the department across the organisation as well as externally to attract and retain top talent. The Recruitment Manager will also manage the recruitment of specific roles, including senior level hires, as well as provide cover for other vacancies as required, to ensure resourcing needs are met.

MAIN DUTIES AND RESPONSIBILITIES

- Lead on developing and implementing resourcing strategies and solutions that meet organisational needs, working with the Director of People and Culture as required.
- Develop and manage the recruitment team, providing guidance on best practices and professional development, developing the team to be an expert hub for sourcing of high-quality candidates.
- Act as the recruitment subject matter expert on resourcing strategies to provide innovative, cost effective and timely solutions.
- Champion person-centred and values and behaviours-based recruitment practices, ensuring candidates align with organisational core values and culture.
- Oversee sourcing, hiring, and employee acquisition processes and deliver all aspects of Norwood's resourcing requirements including determining current staffing needs, producing forecasts and developing talent acquisition strategies and hiring plans.
- Lead employer branding initiatives to attract top talent and enhance Norwood's reputation as an employer of choice.
- Ensure regular and effective engagement with hiring managers about the progress of their vacancies, supporting them through the compilation of adverts, job descriptions, person specifications and attraction campaigns.
- Work collaboratively with the People Partnering, People Operations, Learning and Organisational Development and Internal Communications and Engagement teams to develop and implement innovative and impactful strategies that leverage the Norwood brand in the job market and enhance the candidate/ employee experience.
- Monitor trends within the recruitment sector and continuously monitor relevant social care providers, pay rates and employment practices to ensure that Norwood remains consistent and competitive in the job market.
- Develop recruitment analytics and reporting capability that enables tracking of key performance indicators and data metrics to produce accurate reports on a monthly/ quarterly basis.

- Manage the contractual relationship with the Norwood’s vendors for agency staff, ensuring an effective supply of agency staff where required with regular reviews of agency performance and spend.
- Create and update recruitment policies, processes and guidelines for hiring, ensuring that fair employment practices are implemented and adhered to.
- Lead strategic recruitment projects, as well as work collaboratively to support wider People and Culture strategic projects as required.

GENERAL

- To always maintain confidentiality and to ensure respect for, proper observance of and adherence to Norwood's confidentiality policy for all staff.
- To attend regular supervision sessions with line manager, regular team meetings and undertake relevant training as and when required.
- To take all reasonable care of the health and safety of her/himself and of other persons who may be affected by her/his acts or omissions. As regards to any duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as it necessary to enable that duty or requirement to be performed or complied with.
- To report to the Health and Safety Manager either serious risks or your concerns over safety issues.
- To work collaboratively with volunteers to ensure that their contribution enhances quality of service provision and support across the organisation.
- To maintain standard of dress that is appropriate to role and in accordance with the organisation’s dress policy.
- To work at any other Norwood location, as and when required.
- To undertake any other duties which are consistent with the post.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none"> • Experience operating as a strategic Recruitment Manager • Successfully leading high volume, niche and senior leadership recruitment campaigns 	<ul style="list-style-type: none"> • Experience of working within charities, social care and/or health-related organisations. • Project management experience

	<ul style="list-style-type: none"> • People management and development responsibility • Experience utilising latest direct sourcing tools and techniques with proven success across various platforms • Applicant Tracking Systems (ATS) full utilisation and management • Experience supporting hiring managers with the most effective candidate selection methods and materials to make informed hiring decisions • Extensive experience negotiating fees with job boards and agency suppliers, as well as reviewing and managing a Preferred Supplier List (PSL) effectively • Good understanding of Employer Branding strategies and rolling out fresh attraction approaches • Developing tools and approaches to improve the candidate experience • Developing and delivering recruitment training to empower hiring managers • Accurate data reporting, trend analysis and insight, ensuring data integrity 	<ul style="list-style-type: none"> • Experience of embedding values and behaviours measures in recruitment processes • Diversity, Equity and Inclusion (DEI) and Key Performance Indicator (KPI) data reporting and analysis
<p>QUALIFICATIONS</p>	<ul style="list-style-type: none"> • Educated to degree level or has equivalent work experience 	<ul style="list-style-type: none"> • Chartered membership of the CIPD • CertHR, DipRM or DipRL recruitment qualification • Project management qualification
<p>KNOWLEDGE & SKILLS</p>	<ul style="list-style-type: none"> • Critical thinker coupled with problem-solving skills • Team player who thrives in collaborative environments, considering other's ideas • Strong time-management skills and attention to detail • Good working knowledge of employment law • Effective presentation, interpersonal and communication skills • Ability and confidence to interact and network at a senior level • Business awareness - understands how different departments interface with one another 	<ul style="list-style-type: none"> • Knowledge of the Jewish culture. • Reach Applicant Tracking System (ATS) knowledge

	<ul style="list-style-type: none"> • Recruitment related policies and processes ownership • Commercial acumen – understands the impact of not fulfilling resourcing requirements and provides solutions • Intermediate/ advanced user of MS packages including Excel • Ability to write creative and compelling adverts to maximise suitable applications 	
<p>PERSONAL CIRCUMSTANCES & ATTRIBUTES</p>	<ul style="list-style-type: none"> • Self-starter, who undertakes their work efficiently and remains focused on longer-term goals • Flexibility to travel to other sites as required (London and Berkshire) • Willingness to attend networking events, webinars and training to keep abreast of recruitment trends and best practices in the social care / charity sector • Always seeking ways to continuously improve processes • Ability to drive effective outcomes by engaging, educating, challenging and influencing 	<ul style="list-style-type: none"> • Car driver