

Recruitment Specialist

CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.

Context

People & Culture have a mission to see CAP as a highly desirable workplace of the Christian world; attracting and retaining the very best people. We are the champions of our culture, magnets of talent, skills and ability transformers, ensuring all CAP's people have an enriched, and healthy work experience; all this to see CAP fulfill its vision.

Purpose

The role of the Recruitment Specialist is to run an in-house CAP recruitment agency, enabling our managers to recruit the very best team members using their advertising expertise, excellent interview skills and keen interest in all the human factors involved in recruitment. The Recruitment Specialist will have a passionate involvement in our diversity and inclusion programme whilst also keeping us compliant in all relevant audits undertaken charity wide. This role will provide a great candidate experience whilst also delivering an excellent service to our recruiting managers and teams. **This role will focus specifically on our recruitment of Debt Advisors (we recruit around 24 per year) and other Debt Operations department staff.**

Passion

We are extremely passionate about making and keeping CAP a great workplace, treating people fairly, developing people so that both they and CAP achieve their full potential and having lots of fun as we go.

Personality

We are professional and competent whilst being compassionate and 'make it happen' kind of people.

Role:

Accountabilities:

- Lead on all CAP Debt Operations recruitment with a specific focus on Debt Advisors. This ranges from advertising the role in a variety of ways right through to job offer, creating a great candidate experience whilst serving all recruiting managers excellently by developing an effective recruitment strategy for each role.

- Work with the D&I programme manager & Head of People Operations to align recruitment with all D&I programmes aims charity wide including intentionality towards increasing our diversity across CAP as a whole and the senior leadership team.
- Charity wide awareness and involvement in succession planning, upcoming roles and potential leavers to provide strategic support to the Debt Operations teams.
- Create and maintain a database of suitable advertising and promotion avenues for general and specific role recruitment, build relationships with external recruitment agencies for the more complex recruits
- Ensure the CAP website recruitment page is always up to date, professional and fit for purpose, liaising with the Communications and Digital Engagement team to make timely and effective changes
- Ensure all job profiles are attractive, up to date and fit for purpose, continually reviewing to ensure they attract a diverse audience.
- Use the 'Rewards and Benefits' information whenever possible to attract candidates, ensuring we advertise our full benefit offering beyond salary.
- Actively seek out and build a database of CV's for potential candidates that should be contacted when appropriate roles are advertised.
- Build the CAP job alert mailing list numbers to ensure a wide audience when advertising new roles and work with C&DE to make the weekly job alert email attractive, easy to read and has clear 'calls to action'.
- Be fully engaged with the ATS recruitment system, understanding all areas to a competent standard to ensure it provides a great candidate experience without glitches so the application process is smooth and easy
- Provide accurate recruitment data and metrics on key HR results including time to fill, diversity data and application traffic.
- Work with the Digital Engagement team to create a suitable, attractive and regular recruitment campaign across all social media using LinkedIn wherever possible to advertise CAP as a great employer and also to promote roles
- Consider all aspects of accessibility through the whole recruitment process including guiding managers where there may be a disability to consider
- Ensure all recruitment processes meet compliance standards such as safeguarding, financial audits and AQS audits

Measurable Outputs:

- Debt Advisor recruitment targets met annually
- Operate a continuous feedback loop after every recruit to ensure a high service standard is provided, achieving 90% good or excellent responses
- Ensure all recruitment SLA's are adhered to, including timely advertising and contact with candidates
- Recruitment strategies created for all vacancies within 5 days of the recruitment request being submitted.
- Make sure all legal employment documents are requested in a timely fashion and checked for accuracy before sending them to candidates.

Job Profile: People & Culture

- Provide timely, respectful and helpful feedback to all candidates that request it.
- Increase the ethnic diversity of all applications by 5% within 2 years
- Increase average number of applications for each role by 10% within 2 years

Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

Other Responsibilities Include:

- Being willing to pray with staff and fully engaged with our Christ-centered culture.
- Encouraging friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
- Attendance at annual CAP staff conferences.
- Completing all compulsory CAP training within given timescales.
- This role falls within the scope of the FCA's conduct rules, and you will be provided with training as to how these apply to the role. It is your responsibility to ensure that you follow these conduct rules.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

Person:

Education:

- We will consider all levels of education, experience is the most important factor that we would be looking for.

Experience:

Essential

- Minimum 18 months experience within a recruitment role
- Experience of managing a recruitment & selection process
- Experience of working as part of team
- Experience of having to work using your own initiative.
- Experience of collaborating within and across teams.

Desirable

- Work within the area of diversity and inclusion
- Knowledge of GDPR and safeguarding as it relates to recruitment

- Experience of recruitment through social media

Skills/Abilities:

- Ability to prioritise time, tasks and attention effectively
- A confident communicator who promotes CAP's culture and values at all times
- Relational with a confident but open approach to working with people at all levels.
- High emotional intelligence and ability to understand the human factors involved in the role
- Ability to identify potential in people and match with specific roles
- Ability to work accurately and pay attention to detail
- A high level of discretion
- The ability to be decisive, proactive and use initiative
- Ability to remain calm and demonstrate compassion and understanding when communicating in challenging situations.
- Ability to handle difficult situations and conversations well
- Understanding of relevant legal issues e.g. discrimination, data protection, health & safety etc

Christian Commitment:

- The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty's Statement of Faith and Core Values.
- Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

All adults working in or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which CAP services can be delivered.
- Identifying children and adults where there may be safeguarding concerns.
- Following the CAP *Safeguarding policy* in addressing any concerns appropriately.

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