

JOB DESCRIPTION

Job title:	Resourcer
Location:	Preston
Length of contract:	Full time and permanent
Hours:	37.5 hours per week, Monday to Friday To be worked between 8am and 6pm, by arrangement, (inc 30-minute unpaid lunchbreak)
Pay Scale:	£24,800 - £25,500 per annum plus on-target team bonus
Holiday entitlement:	Paid holiday entitlement of 28 days, plus 8 bank holidays And a day's leave on your birthday, and a wellbeing day's leave
Responsible to:	Manager
The role:	To support the team of Recruitment Consultants to place ex-offender candidates into sustainable paid employment with local employers, as the first point of contact for new candidates; also to offer comprehensive administrative support in candidate data collection and reporting
Purpose:	We place people with convictions into paid work, so they can build purposeful lives and see their families thrive
Mission:	We do this by providing practical employment support, linking them to companies with good jobs
Vision:	A society where people's past convictions don't define their employment future
Values:	
Expectant hope	we believe in the change we want to see
Resilience	we stay the distance
Relationship-led	we focus on people not programmes
Collaboration	we thrive through supporting each other in team and by partnership
Christian values	compassion in action, integrity, second chances, faith

Key responsibilities:

1. Carry out telephone registrations and first screening interviews with all new candidates, to identify initial motivation, suitability and matching for The Recruitment Junction's services, and its job opportunities
2. Manage the process of candidate data collection and outcomes reporting, to allow The Recruitment Junction to satisfy the reporting requirements of its funders and commissioners
3. Carry out other general administrative duties as required

Duties and tasks to fulfil the key responsibilities**1. Carry out telephone registrations and first screening interviews with all new candidates, to identify initial motivation, suitability and matching for The Recruitment Junction's services, and its job opportunities**

- The central role of a Recruitment Resourcer is to find and qualify candidates for each of the roles the Recruitment Consultants are trying to fill. This covers the full recruitment process, so Resourcers typically spend their days responding to incoming applications, placing job adverts to attract candidates, and conducting searches on the company database, to find candidates with relevant skills, calling them to discuss their experience and identifying whether they will be a good fit for the services and available roles.
- Most of these tasks will be carried out on the phone, although there will be times where Resourcers meet face-to-face with employer-clients or candidates to discuss their roles.
- All candidates have a criminal record and for many this can feel like an almost insurmountable barrier to gaining/returning to work; self-confidence can be low and there is often a lot of regret or shame. The role of the Resourcer requires an approach which is empathetic and sensitive, speaking hope into people's situations and conveying the sincere belief that each person has the ability to find purposeful and fulfilling work, regardless of their past.

2. Manage the process of candidate data collection and outcomes reporting, to allow The Recruitment Junction to satisfy the reporting requirements of its funders and commissioners

- Record candidate information on the internal CRM database, (as well as any other proprietary databases as required by funders or commissioners), ensuring that all registration forms, data privacy consent and other necessary candidate documentation are properly completed and filed.
- Carry out ID and Right to Work checks on new candidates, ensuring results are properly recorded.

- Work with the team to ensure that regular internal reporting on outcomes takes place in a way that is accurate and timely and helps the Charity to learn and adapt its programmes as needed.

3. Carry out other general administrative duties as required

Under the direction of the Manager, carry out general administrative duties as required, including but not limited to:

- First point of contact by phone and email for all candidates and external referral partners
- Greeting visitors and offering teas and coffees
- Maintaining a stock of all office supplies, inc replenishing the in-house food bank
- Supporting the team in any way required – checking/answering their phones/emails in their absence, helping to draft CVs, booking people onto training courses, ordering ID documents, shopping for interview outfits with the candidate, etc
- Collating information required for grant applications and contract bids/tenders
- Assist with fundraising activities, including maintaining the donor database
- Financial record-keeping and data entry
- Participate in at least one fundraising/crowd-funder event per year, and on an ongoing basis, seek to build up the charity's donor base, through soliciting monthly and one-off donations from across your friendship/business/church networks.

This is a non-exhaustive list of tasks and may be amended from time to time in line with the needs of the charity.

SALARIES, ENHANCED PENSION, ENHANCED STATUTORY LEAVE

Competitive salaries	Standard working week 37.5 hours
Pension scheme	5% employer - 5% employee, with a matching scheme up to a maximum 8%
Maternity/adoption	12 weeks full pay
Paternity/adoption	2 weeks full pay
Sick pay	6 weeks full pay (in any rolling 12-month period, after probationary period)
Death in Service	2 times salary (up to age 70)

HOLIDAYS AND OTHER LEAVE

Holidays	36 days holiday inc 8 days bank holiday (pro rata) Plus one day off for your birthday Plus one 'Wellbeing Day' day off
Paid study leave	Up to 3 days (any course of formal study)
New home leave	One day when moving home
Last shopping day before Christmas	Office closes at lunchtime
Volunteering days	2 days per year
Unpaid leave	Option to take <2 weeks (in any 2-year period)
Funeral leave	One day for funeral of a relative or close friend
Pet bereavement	One day for death of a family dog or cat

FINANCIAL REWARDS

Discretionary team bonus	On target team bonus
£250 Personal learning budget	£250 per year (any course of study)
£250 Refer-a-friend scheme	Upon the friend passing their probation period
£500 Home loan	Interest free, repayable over 12 months
£500 Crisis loan	Interest free, repayable over 12 months
£25 Voucher (Monthly Founder's Award)	One voucher per office per month at Manager's discretion

HEALTH AND WELLBEING

Work from home flexibility	1 day per week WFH for all office-based staff working more than 3 days per week (as from 6 months in post)
Employee Assistance Programme	Health Assured – various services to employee and their partner, inc. counselling, health and wellbeing advice, financial and legal advice
Group clinical supervision with psychotherapist	6-weekly sessions of clinical supervision, comprising trauma-informed reflective practice
£250 Employee Wellbeing Fund	£250 per year for any initiative to improve physical or mental wellbeing
Weekly Wellbeing Hour	One hour per week for any wellbeing activity
Eye test	A standard annual eye test
£50 for glasses or contact lenses	
Flu jab	A standard annual flu jab
Hepatitis B jabs	For prison-working staff
Menopause prescriptions	Up to 12 x NHS prescriptions per year
Cycle-to-work scheme	

Person Specification

Experience		Essential	Desirable
1	Minimum of 6-months' experience in an administrative role, which has involved regular telephone contact	X	
2	Strong, confident and upbeat telephone manner	X	
Skills and abilities		Essential	Desirable
3	Ability to work proactively. Good time management skills, able to prioritise workload, work under own initiative and manage multiple programmes.	X	
4	Excellent communication skills both verbally and in writing, able to adapt communication style depending on the audience.	X	
5	Experience handling high volumes of outbound telephone calls		X
6	Experience of working with disadvantaged or under-presented groups		X
Knowledge and understanding		Essential	Desirable
7	Knowledge and understanding of the criminal justice sector		X
Technical and qualifications		Essential	Desirable
8	Experience of using Microsoft Excel and Word, and email for business communications	X	
Personal characteristics		Essential	Desirable
9	Proactive, solution focused, resilient and tenacious. Direct whilst able to act with diplomacy.	X	
10	Non-judgemental attitude towards working with ex-offenders. Committed to anti discriminatory and inclusive working practices.	X	
11	Demonstrate an understanding of, and sympathy for, The Recruitment Junction's Christian ethos and values	X	
Other		Essential	Desirable
12	The right to work in the UK	X	
13	Obtain a satisfactory enhanced disclosure from the Disclosure and Barring Service (a conviction does not exclude any applicants, who are considered on merit)	X	
14	Possess a driving licence and have access to own vehicle		X