

# Recruitment Officer

JOB PACK

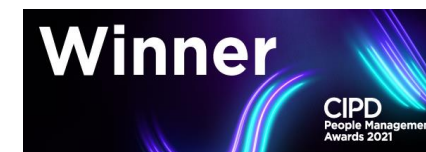
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# JOIN AN AWARD-WINNING BRAND

## 40+ industry awards

Including:

- The Times Top 100 Graduate Employers 2018-2024
- The Firm Awards 2024  
Best Candidate Experience
- HR Excellence Awards 2022  
Best Diversity and Inclusion Strategy
- CIPD People Management Awards 2021:  
Best Learning and Development Initiative - public/third sector  
and Best Inclusion and Diversity Initiative
- Personnel Today Awards 2021  
Graduate Scheme of the Year 2021
- Recruiter Awards 2021  
Best Graduate Recruitment Strategy
- Institute of Student Employers Awards 2021  
Innovation in Attraction, Best Attraction Campaign
- TARGETjobs National Graduate Recruitment Awards 2021:  
Best Diversity and Inclusion Strategy and The Rising Star



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# THE POLICE NOW MISSION

**Our mission is to transform communities, reduce crime and anti-social behaviour, and increase the public's confidence in the police service by recruiting, developing and inspiring outstanding and diverse leaders in society and on the policing frontline.**

We are working towards a day when every community, whatever the socio-economic background of its residents, can thrive without being fearful of crime. We are looking for talented, committed and mission-aligned individuals who will drive us towards achieving our ambitions.

Police Now recruits and trains graduates and career changers with leadership potential to become inspirational police officers and outstanding crime fighters on our National Graduate Leadership Programme and our National Detective Programme. Beyond these programmes, our officers may join our Frontline Leadership Programme and be further developed giving them the best possible chance to progress through the policing ranks and have a lifelong connection with us.

Our 115-strong not-for-profit organisation aims to create systemic change. We need highly capable impactful staff to support the recruitment and development of our officers and to cultivate strong relationships with partner forces and the wider sector.

# OUR ETHOS

We hold ourselves and each other accountable for demonstrating **Police Now's Leadership Principles** through our actions:

- **Mission at the heart of everything we do:** we prioritise the mission in every decision we make, so that our actions are always contributing towards our goal of transforming communities through the people we bring into and progress through policing.
- **Integrity and honesty:** we act with integrity in everything we do, building relationships based on trust and respect; we communicate candidly, giving honest and compassionate feedback to each other so we can improve, and develop our talent.
- **Delivering the highest quality:** we are dedicated to delivering outstanding quality and professionalism to our partners, participants and candidates; we nurture and develop positive long-term relationships that are valued by our customers.
- **A passion for making an impact in policing:** we learn all we can about the experiences and challenges of frontline officers and participants, so that we can improve our programmes and maximise our impact on crime and confidence.
- **Innovative and open-minded:** we believe that anything is possible, including positive, lasting change in policing and communities; we empower and challenge each other to innovate across our work and programmes.
- **Personal responsibility:** we take personal responsibility for accelerating progress and solving problems, and to collaborate with colleagues across Police Now to deliver our commitments and goals.
- **Embrace diversity:** we value and celebrate everyone's diverse backgrounds, talents and leadership, and seek out different viewpoints and perspectives; we use these to educate ourselves and to inform decision-making.
- **Value the investment of public money:** we work hard to earn and be trusted with limited public resources; we actively prioritise activities that make the biggest impact towards our mission, and spend intelligently to make every penny count.

# DIVERSITY AND INCLUSION

Police Now touches the lives of the public through our work. In every element of our programmes, our work with forces and partners, and our HQ activities, we want to ensure that demography does not equal destiny. It is important that our workforce reflects the communities that we serve and are empowered to contribute their best. We are an equal opportunities employer committed to diversity and inclusion in policing and our Head Office.

## What have we done?

- We appointed an Executive Sponsor for Diversity and Inclusion, Chief Marketing Officer Clare Power. We also established a Diversity and Inclusion Board Committee in 2020.
- We utilise an accessibility toolkit within our application system that allow candidates to amend their page view to suit their needs, such as downloading audio files, change language settings, and amend font size and colours.
- We 'blind screen' to help remove potential implicit bias or adverse impact at the screening stages
- We assess genuine commitment and understanding to diversity and inclusivity throughout our recruitment stages.
- Diversity and inclusion is embedded in our performance and promotion frameworks as a key performance area.
- We complete an annual gender and ethnicity pay gap report.
- We measure both the representation and success of underrepresented groups on our programmes and within headquarters and interrogate the data so we can improve.

# THE ROLE: THE PURPOSE

**Title:** Recruitment Officer

**Start date:** April 2025

**Line manager:** Recruitment Manager

**Location:** London office, with some flexibility to work from home

**Salary range:** £36,000 - £43,000, per annum (dependent on experience and inclusive of London weighting)

**Closing date:** Midnight, Sunday 23<sup>rd</sup> February

**Contract type:** FTC until March 2026

## The purpose of your role

We're looking for a Recruitment Officer to join our award-winning team to deliver our recruitment process and enable us to achieve our ambitious mission.

You will be responsible for recruiting and supporting a large pipeline of candidates across our three core programmes. This is a fast-paced and varied role that will involve working closely with candidates alongside various internal and external stakeholders to ensure we meet our targets. You'll act as the go-to person for candidates throughout their application journey, delivering an excellent candidate experience and supporting them throughout each stage of the recruitment and onboarding process until they start on our programme. You will also act as the dedicated recruitment link to a number of our partner forces, working collaboratively with force HR and Talent Acquisition teams to ensure a smooth onboarding experience.

Alongside operational delivery, you will work closely with the Recruitment Leads, Recruitment Manager and Head of Recruitment on future evolutions to the recruitment process to ensure we remain market-leading in our approach. This includes designing content, piloting new approaches and using data and evaluation to inform future developments and improvements.

# THE ROLE: RESPONSIBILITIES

## What you'll do – the key responsibilities

- Work collaboratively within our Recruitment sub-team of eight, contributing to a high-performance culture and ensuring a high-quality candidate experience.
- Be the face of Police Now for our candidates, maintaining an exceptional standard of candidate care throughout the end-to-end recruitment process. You will build relationships with them, engaging and supporting them through each stage with regular quality communication, persuasive techniques and relationship management skills.
- Develop and deliver recruitment pipeline interventions such as pre-assessment centre phone-calls, un-submitted application calls, group coaching sessions and other tailored communications, so that candidates are fully prepared for each stage of the application and selection process.
- Oversee progress towards specific candidate pipeline targets, flagging areas of concern with a focus on under-represented groups and escalating and implementing actions as required in order to exceed target expectations.
- Act as the main point of contact for successful candidates throughout their lengthy onboarding journey, ensuring they remain engaged and enthusiastic about joining Police Now's programme and resolving any barriers they may face.
- Work closely with a number of our partner police forces, being the main point of contact for in-house force HR and Recruitment teams. You will collaborate to build strong relationships to ensure every single candidate progresses quickly and smoothly through the post offer processes, including vetting, medical, fitness, as well as referencing and degree checking.

# THE ROLE: RESPONSIBILITIES

## What you'll do – the key responsibilities (continued)

- Support and lead on specific recruitment projects related to process improvement, content design and candidate journey evolution. This will involve working on developments to our internal functions and processes, onboarding strategy and force implementation strategy.
- Conduct ongoing analysis as well as end of campaign evaluations of parts of the recruitment and onboarding process and communicate outputs to relevant stakeholders.
- Maintain oversight and updates of candidate progress through each stage of recruitment and onboarding via our applicant tracking systems, taking care to ensure accuracy.
- Support with the planning and delivery of Police Now and force events, such as regular virtual drop-in sessions, the Police Now induction event and force induction events.
- Work closely with the Recruitment management team to identify areas of need and focus for that week, splitting your time across multiple teams/people, as needed.
- Develop strong relationships with internal and external stakeholders that support the recruitment process, such as Police Now's Force Partnerships Team and our external suppliers.
- Ad hoc duties to support our busy team, including, attending events and supporting with onboarding processes.



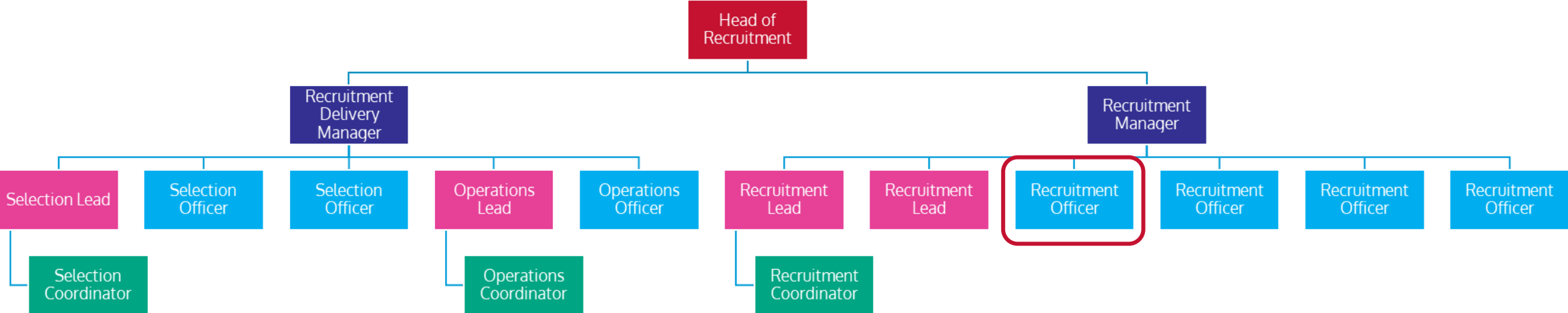
# THE ROLE: REQUIREMENTS

## What you'll need – the person specification

- Motivation and passion for the Police Now mission, values, and working within the policing sector.
- Proven recruitment experience, preferably in a high-volume graduate environment or experience working in police recruitment services.
- Proven background in proactively managing high-volume candidate pipelines in a tailored and strategic way and using pipeline insights to improve candidate outcomes and progress to targets. Ability to demonstrate where you have delivered a high standard of candidate care.
- Have diversity and inclusion at the heart of all you do, contributing to the ideas and delivery of our strategy to hire outstanding and diverse individuals.
- High level of planning and organising ability, with confidence managing multiple activities and deadlines, strong project management skills and good judgement and decision making to consider conflicting priorities. Ability to work at speed whilst ensuring attention to detail.
- A strategic mindset and the ability to manage change, ambiguity, and high levels of complexity.
- Excellent interpersonal skills and the ability to confidently persuade, communicate and build relationships with a wide variety of internal and external stakeholders and target audiences.
- A strong team player, able to build relationships with a large team to understand priorities and flex working style appropriately; whilst also having the ability to work well independently, recognising when to act with autonomy and when to escalate.
- Proficiency in Excel, Word, PowerPoint and Outlook and ability to develop knowledge and proficiency of Police Now's applicant tracking system.
- There will be a requirement for set days to be worked within the office (approximately 2-3 days per week), or stated venues, to support with the running and delivery of events, as well as infrequent travel nationwide.

# THE ROLE: TEAM STRUCTURE

This position will fall within our Recruitment department:



# HOW TO APPLY

**How to apply** – please apply via our website:  
[www.policenow.org.uk/work-for-us/](http://www.policenow.org.uk/work-for-us/)

## **What you can expect from our hiring process**

The process may vary slightly to test for specific requirements; however you should expect the following:

- Submission of your CV and an application form
- A short telephone interview
- One or more face-to-face / online interviews

## **Application deadline:**

Midnight, Sunday 23<sup>rd</sup> February

## **Interview dates:**

**Telephone interview:** w/c 24<sup>th</sup> February – 3<sup>rd</sup> March

**Face-to-face interview:** Thursday 6<sup>th</sup> March

**Final stage online interview:** Friday 14<sup>th</sup> March

Please note these dates may be subject to change

## **Need further help?**

If you have any questions, or would like to discuss any adjustments, contact us by emailing [careers@policenow.org.uk](mailto:careers@policenow.org.uk).

We view workforce diversity as a business imperative and strongly encourage applicants from all backgrounds and walks of life, particularly those who identify as an ethnic minority in the UK.

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# OUR BENEFITS



## Holiday

- 27 days of annual leave plus bank holiday
- One month paid sabbatical after five years' service
- Enhanced pay for employees (with 1+ or 2+ years' service) going on maternity, adoption and shared parental leave



## Flexible working

- Hybrid working model with both work from home and office working opportunities
- Opportunity for flexibility around core working hours (10:00-16:00) where required



## Health and wellbeing

- Monthly mental health coaching sessions
- Award winning Vitality Health insurance including access to an Employee Assistant Programme, and a large array of health, food and hospitality discounts
- Free VDU eye test
- Access to Occupational Health support assessments



## Learning and development

- Access to a central fund to support personal development and training
- Diversity and Inclusion training
- Regular Lunch and Learn sessions



## Community and Events

- Organisational and departmental off-site events
- Monthly all staff meeting to discuss organisational performance and strategy



## Pay and pension

- Clear and competitive salary structures, split by band, across the organisation.
- A pension with 6% employer contribution, with a 2% minimum employee contribution



# OUR MEMBERSHIPS



The Prince's Responsible Business Network

Race at Work Charter signatory



From Business Disability Forum

