

# PUBLIC PRACTICE

JOB TITLE	Recruitment Manager
TERM	2-year fixed-term contract (3-month probation period)
HOURS	Part-time (0.8 FTE), full-time may be considered (both follow our 9-day-fortnight working schedule, prorated if part-time)
SALARY	£42,250
START DATE	September 2026
LOCATION	Hybrid, London office 2 days a week (Mon & Weds)

## About Public Practice

We are a small social enterprise that supports the public sector to build capacity and develop its placemaking capabilities. We do this by helping built environment professionals transition into careers in the public sector and celebrating and supporting the work of those already there. [Read more about us](#) on our website, through our widespread [press coverage](#), or watch this [video about our work](#) with a local authority in Cambridge.

## Our Structure

Public Practice is led by a Board of Non-executive Directors who provide strategic direction and delegate the day-to-day delivery and responsibility to the team. We are a small and dynamic team with a wide range of expertise and backgrounds. [Read more about our Board and team](#) on our website.

## Our Strategy

Over the next three years, we plan to expand our recruitment and organisational design services to drive deeper systems change through our work. Achieving this will depend on sustaining the high standards of service and quality across everything we already do, while evolving our approach to fully leverage the emerging tools and practices available to us, such as advances in AI and other technologies, alongside shifts in learning and development practice, so we remain ahead of the industry.

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## About The Role

As our Recruitment Manager, you will support the delivery of Public Practice's recruitment activity across the organisation. The role is split into four key areas of work:

- Use your people and communication skills to build meaningful relationships with prospective clients throughout their journey;
- Use your organisational skills to manage our candidate recruitment, assessment and selection processes, and support occasional event management;
- Use your attention-to-detail to see through matching successful candidates with our placement opportunities to a high and consistent standard; and
- Use your technical confidence and data management skills to support the development and embedding of AI across processes within our recruitment work.

You'll be managed by the Head of Recruitment and will also work closely with the Programmes team to ensure alignment across recruitment, delivery, and organisational priorities. You will regularly meet with and collaborate with colleagues from across the company.

## Responsibilities

Working closely with the Head of Recruitment, you will deliver the below responsibilities.

OBJECTIVE	RESPONSIBILITY	DAY-TO-DAY DELIVERY
<b>Customer Service &amp; Relationship Management</b> (25%)	Respond to prospective clients at various stages of the sales journey, and progress them through our matching process.	<ul style="list-style-type: none"><li>– Build rapport and credibility with authority contacts</li><li>– Book meetings for the Head of Recruitment and CEO</li><li>– Log and track activity, meetings, follow-ups, candidate engagement and outcomes</li></ul>
<b>Business Development Support &amp; Collaboration</b> (15%)	Support broader proactive business development activities and cross-team collaboration.	<ul style="list-style-type: none"><li>– Contribute to lead generating activities; email &amp; digital campaigns, webinars, etc.</li><li>– Prepare proposals, presentations and written materials</li><li>– Follow up consistently to nurture relationships and move prospects through early stages of the pipeline</li></ul>

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<p><b>Recruitment and Assessment Management</b></p> <p>(10%)</p>	<p>Support the delivery of our bi-annual online assessment process for the Associate Programme. From the initial online application and assessments through to their entry into the candidate pool.</p>	<ul style="list-style-type: none"> <li>— Conducting eligibility checks on applications</li> <li>— Manage the marking of applications across a team of markers</li> <li>— Support the delivery of candidate information sessions</li> <li>— Recruiting and scheduling assessors from our alumni community</li> <li>— Schedule assessments, supporting adjustments</li> <li>— Creating/updating website and Applicant Pack content</li> </ul>
<p><b>Candidate Communications &amp; Engagement</b></p> <p>(15%)</p>	<p>Manage communication with our candidate pool, ensuring candidates are informed, engaged and have a positive experience.</p>	<ul style="list-style-type: none"> <li>— Act as a key point of contact for candidates</li> <li>— Communicate clearly about opportunities, timelines and next steps</li> <li>— Build trusting relationships with responsive and supportive communication</li> <li>— Respond to candidate queries and escalate where needed</li> <li>— Maintain accurate candidate records in the CRM</li> </ul>
<p><b>AI &amp; Continuous Improvement</b></p> <p>(20%)</p>	<p>Ensure systems and digital tools are used effectively to manage relationships, track activity and support reporting. You will proactively design AI into our workflows and process with the Head of Recruitment.</p>	<ul style="list-style-type: none"> <li>— Confidently use digital tools to manage information and workflows</li> <li>— Maintain high-quality, accurate data for reporting and forecasting</li> <li>— Identify opportunities within processes to introduce AI, design these, monitor and maintain them.</li> </ul>
<p><b>Reporting &amp; Performance Support</b></p> <p>(5%)</p>	<p>Support the Head of Recruitment with reporting, forecasting and improving outreach effectiveness.</p>	<ul style="list-style-type: none"> <li>— Produce regular reports on outreach activity, meetings booked, pipeline health and candidate engagement</li> <li>— Support collaborative forecasting</li> <li>— Use data insights to refine outreach approaches and improve conversion rates</li> </ul>

The other 10% of your time will be covered by central business activities, such as planning, team meetings and professional learning and development.

Each team member is given individual quarterly objectives that they are responsible for delivering and reports on these during our weekly team meeting. Your line manager will work with you on setting and achieving these objectives and provide regular one-to-ones to ensure you have what you need to be successful in the role.



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## Working at Public Practice

We are a small company but work hard to ensure we provide and continue to develop inclusive and progressive policies and benefits. Currently, we provide all employees with the following:

- We work a 9-Day-Fortnight for ten months of the year, which means you get every other Friday off with no reduction to your salary.
- We work from our office in Clerkenwell, London, 2 days per week (Mon and Wed).
- 27 days of holiday per year (excluding bank holidays).
- A flexible working policy that allows employees to work the hours that work for them.
- A remote working policy that allows employees to work abroad for 2 months of the year (Aug and Dec).
- 5% employer's pension contribution.
- Enhanced sick, maternity, paternity and adoption leave.
- £600 annual training budget and up to four professional development days a year.
- Employee perks budget provided by [With Juno](#) monthly.

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## About You

We're seeking someone who enjoys working with systems, processes, and data, and is keen to build professional experience within a small, mission-driven social enterprise. This role suits a proactive individual who is motivated by variety, takes pride in driving efficiencies and refining how things work, and is excited to contribute to high-quality programmes and community engagement.

You are collaborative, self-directed, and committed to delivering excellent work across all tasks. You bring a thoughtful, solutions-focused mindset and are comfortable balancing multiple priorities while maintaining accuracy and consistency.

We're particularly looking for someone who demonstrates:

- Strong **relationship-building skills**, with confidence initiating conversations, generating leads and communicating a clear value proposition
- Excellent **interpersonal and stakeholder engagement abilities**, with the emotional intelligence to build trust quickly and sustain professional relationships over time
- Clear, responsive and professional **communication skills**, with experience managing expectations and maintaining positive experiences for multiple stakeholders simultaneously
- Proven **data management** skills and the ability to use systems effectively, including maintaining accurate records, tracking user journeys and using data to inform follow-up and prioritisation
- Highly developed **organisational skills**, with the ability to manage multiple priorities, maintain accurate records and follow through reliably on actions
- A **proactive mindset** and the motivation to pursue opportunities, refine approaches and stay engaged despite setbacks
- Strong **digital confidence**, including comfort using multiple platforms and systems to manage information efficiently and accurately
- A **genuine interest and alignment** with Public Practice's mission and values, and motivation to build ethical, purpose-driven partnerships

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## How to Apply

Complete and submit [this online form](#) by **1pm on Monday 20 July 2026**

Please note we do not accept applications outside of this system unless for an access requirement. Please email [info@publicpractice.org.uk](mailto:info@publicpractice.org.uk) for more information.

## The Process

### Application Form

The first stage of the application process asks candidates to answer four questions, which will be scored anonymously by three Public Practice colleagues. The application form also asks for some additional information to be submitted. This data will not be shared with those assessing your application.

The four questions are:

1. Why do you want to work for Public Practice, and what motivates you to apply for the role of Recruitment Manager at this point in your career? (1500 character limit, approx 250 words)
2. Can you share an example of when you used your people and communication skills to build meaningful relationships with prospective clients? How did you approach this, and what did you find the most challenging aspect? (1000 character limit, approx 180 words)
3. Can you share an example of when you used your technical confidence and data management skills to improve a process? What steps did you take, and what was the outcome? (1000 character limit, approx 180 words)
4. What do you think might be one of the key challenges of working with customers in local government, and how has your experience or knowledge shaped your perspective? (1000 character limit, approx 180 words)



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## Interviews

If your application is successful, you will be invited to attend an online interview with two Public Practice colleagues on **Tuesday 28th July 2026**. We will share the themes of questions in advance, as well as any preparation or assessment tasks.

The final stage, if you're successful in the first round of interviews, will be a second in-person interview with two different Public Practice colleagues on **Thursday 6th August 2026**. We will share the themes of questions in advance, as well as any preparation or assessment tasks.

## Questions?

Please email [info@publicpractice.org.uk](mailto:info@publicpractice.org.uk) with any questions you have about this opportunity, applying to it or to arrange a time to speak to the hiring lead.