

JOB DESCRIPTION	
Job title:	Head of Recruitment
Team/Department:	Recruitment/People & Culture
Location:	Main place of work as agreed
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Head of Recruitment
Job titles reporting to the post holder:	Recruiters Assistant Recruiters Recruitment Assistants
Date the role profile was revised:	April 2024

JOB PURPOSE

As the Head of Recruitment, you will play a pivotal role in shaping our company's workforce.

Your primary focus will be on attracting top talent, enhancing our employer branding, and ensuring a positive candidate experience from recruitment to onboarding. You will oversee the entire recruitment process, manage a team of recruiters, and collaborate with various departments to understand hiring needs and develop strategies to meet them.

Your ultimate goal will be to ensure that we attract, recruit, and retain the best talent for IC24.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

Recruitment Strategy Development

- Design and implement comprehensive recruitment strategies that align with the company's goals and culture.
- Work closely with department managers to identify hiring needs and plan recruitment activities.
- Work closely with Workforce Planning to improve forecasting, helping us attract the right people at the right time.

Employer Branding

- Develop and execute employer branding initiatives to position making IC24 an employer of choice.
- Collaborate with the marketing and communications teams to create engaging content for career pages, social media, and recruitment campaigns.

Talent Attraction

- Lead the effort to attract high-quality candidates through innovative sourcing techniques, partnerships, and networking.
- Identify and attend relevant career fairs, conferences, and industry events to expand the talent pool.

Candidate Experience

- Ensure a positive candidate experience by overseeing the entire recruitment process, from application to onboarding.
- Implement best practices for communication, feedback, and transparency during the recruitment process.

Team Management

- Lead, mentor, and manage a team of recruiters, providing guidance and support to achieve recruitment goals.
- Conduct regular performance reviews and identify opportunities for team development and training.

Onboarding Management

- Collaborate with People Team to design and manage a seamless onboarding process for new hires.
- Ensure that new employees have a positive and engaging introduction to the company.
- Identify areas where our recruitment and onboarding processes can be improved and streamlined using our quality improvement methodology.

Metrics and Reporting

- Establish key recruitment metrics and track progress against goals.
- Provide regular reports to senior management on recruitment outcomes and areas for improvement.

Compliance and Diversity

- Ensure compliance with all legal and company policies related to recruitment and employment.
- Promote diversity and inclusion throughout the recruitment process.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a

way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications	<p>Educated to degree level or equivalent work experience</p> <p>Evidence of continuous professional development</p> <p>Up to date knowledge of UK employment legislation</p>	<p>CIPD or REC qualification</p> <p>Safer Recruitment certificate</p>	<p>Application</p> <p>Certificates</p>
Experience	<p>Significant experience in a similar role gained from either and agency or in-house background</p> <p>Experience of managing a team including conducting 121s and PDRs</p> <p>Expert recruitment knowledge and understanding of contact centre recruitment and current market</p> <p>Significant track record of managing and delivering high volume recruitment campaigns</p> <p>Extensive interview experience</p> <p>Experience of delivering significant improvements in the employee experience</p>	<p>Experience of recruiting for clinical roles</p> <p>Recruitment experience within care/health or NHS 111 sector</p> <p>Experience of using an Applicant Tracking System</p>	<p>Application</p> <p>Interview</p>
Knowledge skills & abilities	<p>Ability to deliver at pace under pressure and to tight deadlines</p> <p>Excellent organisation and prioritisation skills</p>		<p>Application</p> <p>Interview</p>

Requirements	Essential	Desirable	How identified
	<p>Strong communicator with the ability to engage and build relationships at all levels</p> <p>Highly developed interpersonal skills</p> <p>Ability to contribute as a member of a multi-disciplinary team</p> <p>Proven ability to produce reports, effective data analysis and metrics</p> <p>Flexible can-do approach and adaptable to change</p>		
<p>General</p>	<p>Driven and tenacious and self-motivated</p> <p>Shares IC24 values Care, respect, Innovation and Excellence</p> <p>Advocate for diversity & inclusion</p> <p>Professional and personal commitment to delivery of high-quality patient care</p> <p>Professional social media presence and willingness to use professional social media platforms to promote IC24 vacancies</p>		<p>Interview</p>