

## Job Description

**Job title:** Talent & Resourcing Team Leader  
**Department:** Corporate Services  
**Team:** People & Culture  
**Location:** Hybrid: Birmingham Office 2 days per week  
**DBS level req'd:** n/a

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## POSITION IN ORGANISATION

**Role band:** Grade 11  
**Reports into:** Senior People Operations Manager  
**Line Manages:** Talent & Resourcing Specialists

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## PART 1: ROLE SPECIFICATION

### MAIN PURPOSE OF JOB

As a member of Nacro's People & Culture Team, the post will contribute to the department's common goals which include:

- Developing a workplace where everyone can achieve their potential.
- Ensuring our values and culture support our strategic objectives, and everyone understands their contribution toward our vision.
- Building a diverse and inclusive organisation, where people feel a sense of belonging.
- Developing and implementing Nacro policies, procedures and processes to support a high-quality, inclusive and supportive employee experience for all employees that ensures compliance with statutory and regulatory requirements.

The role will focus on the temporary, fixed term and permanent appointment of suitable talent for Nacro. Delivering an exception candidate and hiring manager experience.

The Talent & Resourcing Team Leader is responsible for the day-to-day management of the Talent & Resourcing Function, including the line management of the Talent & Resourcing Specialists.

The job holder will be the main point of contact for our managed service provider, recruitment advertising agency and applicant tracking system provider.

Champion diversity within recruitment, ensuring that the recognition for diversity and inclusion is added to all recruitment activity and monitor success, support with evaluation and reporting to ensure that Nacro achieves the stretch EDI targets.

Deliver recruitment training sessions in person and remotely, on legally compliant and effective recruitment practices, these sessions will be supported by the Talent & Resourcing Team, to ensure that hiring managers are equipped with the skills, knowledge, and experience to effectively conduct recruitment and onboarding activity.

Direct and lead on Support Services recruitment, managing a caseload of vacancies. This will include working with Heads of Department and Directors.

Support People Operations meetings to report on current levels of activity and support the resourcing agenda items.

The role is also responsible for managing Nacro's attendance at recruitment, job, and careers fairs (across all locations), in conjunction with marketing to show case the organisation to prospective job seekers.

## **KEY RESPONSIBILITIES**

- Managing a team of resourcing professionals to deliver a responsive and effective service to the organisation, supporting the attraction and retention of talent.
- Ensuring we have an efficient and effective approach to recruiting key skills into our organisation, ensuring we have the right people, at the right time and in the right place to deliver our work.
- Leading the team to continually develop and improve our recruitment processes and practices, providing toolkits that will support the hiring manager to lead the process and for our Talent & Resourcing Specialists to continue to facilitate good practice.
- Working in partnership with the L&D team and external suppliers to build the capability of our resourcing team and hiring managers to provide an excellent candidate experience.

- Establishing quality and performance measures for the Talent and Resourcing team, ensuring these are integrated into People & OD reporting, with clear actions to address areas requiring improvement.

### **Develop inclusive talent and resourcing plans and programmes**

- Deliver the plans to develop an early career programmes and early career pathways at Nacro, thus supporting a pipeline of early career talent.
- Deliver the talent and resourcing plan and associated interventions, in partnership with the Senior People Services Manager.
- Work with the EDI Manager to ensure diversity and inclusion best practice is front and centre of our recruitment processes, and ensuring that our workforce represents the people we serve.

### **Developing our employer brand externally and internally**

- Work with the Senior People Services Manager and marketing team to develop and communicate a compelling employer brand to our external and internal audiences.
  - Utilise and champion the use of social media in recruitment activity.
  - Foster and maintain relationships with external networks, professional bodies and peers to continually review and build our approach at Nacro.
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## **PART 2: PERSON SPECIFICATION**

### **ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE**

- A resourcing professional with experience of managing talent acquisition across multiple functions and levels of seniority, and of implementing a wide range of recruitment and selection methodologies.
- Experience of managing a team of experienced professionals to deliver an effective service across a multi-service organisation, including managing recruitment campaigns.
- Experience of implementing continuous improvement within talent and resourcing.
- Experience of developing and leading early career interventions, for example an apprenticeships scheme.
- Experience of delivering work to improve or communicate the employer brand, achieving positive impact on recruitment and retention outcomes.
- An interest in, and experience of embedding equity, diversity and inclusion practices within attraction and recruitment processes.

- Experience of reviewing and/or implementing applicant tracking systems, and leading a team to apply this change to improve recruitment practices

### **PERSONAL ATTRIBUTES**

- The role holder will possess excellent communication skills, and the ability to build strong relationships within a hybrid working environment.
- The role holder will operate as an ambassador for the organisation and for the People & Culture function, and will therefore possess networking skills.
- The role holder will have management skills, and an ability to lead and develop talent within their own team'.
- The role holder will have effective decision-making and problem solving skills – demonstrated through the ability to critically analyse a situation and to propose options and recommended next steps.
- The role holder will be resilient and able to operate and to create clarity within an environment of ambiguity.
- Be aligned to Nacro's Values. We are: Reliable, Inspiring, Courageous, Compassionate, Inclusive.

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### **PART 3: OUR WAYS OF WORKING AT NACRO**

- Take accountability, at the appropriate level, for contributing toward achieving excellent outcomes for the people we support.
- Maintain up to date records via appropriate systems, within specified timeframes
- Positively promote, and represent, Nacro at all times, internally and externally.
- Build strong relationships with colleagues, working in alignment with Nacro values to meet the needs of the people we support.
- Comply with Nacro's Safeguarding and data policies and procedures, and with legislation and statutory duties and data controls protocols.
- Promote and support our commitment to being an inclusive and diverse organisation through your work and your interactions with others.

In addition to the above, undertake other activities commensurate with the nature of the post including taking on a concurrent responsibility that supports delivery across one or more teams.

#### **Role profile approval and sign off**

**Line Manager:**

**Date:**