



## Job Description

<b>Function:</b>	People Operations
<b>Position:</b>	Staffing & Recruitment Manager
<b>Job Holder:</b>	
<b>Start Date:</b>	
<b>Immediate Manager:</b>	People Operations Manager
<b>Additional Reporting Line:</b>	
<b>Position Location:</b>	North Fort Street

### 1. Purpose of the Job

<ul style="list-style-type: none"> <li>• The core function is to manage the allocation of staff to support the deliver of activity across the entire portfolio of venues within the business including racecourses, event venues, cultural destinations and cafes.</li> <li>• To support the implementation of the Heritage Portfolio people ambition across the entire portfolio of venues</li> <li>• To ensure the timely and efficient planning of recruitment for both casual and salaried roles across the business</li> <li>• Build and execute an annual recruitment plan to support the needs of the business and to drive the level and quality of direct recruits in the business.</li> <li>• Manage and maintain a compliant recruitment plan, abiding by all legislative practices including right to work, mandatory training and hiring practices.</li> <li>• Manage appropriate budget lines to ensure commercial efficiency.</li> <li>• Support the business through the allocation of shifts through both direct staff and with the use of freelancers and staffing agencies.</li> <li>• Support with the planning and deliver of training material for skills based training and assessment centres as required.</li> <li>• Develop and manage the Assessment centre program to drive recruitment levels and engagement of new talent</li> </ul>
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### 2. Dimensions

Revenue: FY	£ tbc	EBIT growth	tbc	Growth Type		Outsourcing Rate		Region Workforce	
		EBIT margin	tbc						
		Net income growth	tbc						
		Cash Conversion	Tbc						
Characteristics		Financial							
		Other							



### 3. Organisation Chart



### 4. Context and Main Issues

- Management of variable casual employees
- Drive the engagement with key local stakeholders to support recruitment and community initiatives including local colleges and universities, social enterprises and community groups.
- Develop an efficient and detailed casual employee induction program.
- Develop and manage the apprentice and internship programs within the business, supporting all departments and the individuals in any potential roles.
- Manage the delivery of the staffing function for all areas of the business, in line with labour productivity, initiatives and budget.
- Build and develop effective working relationships with business managers, key suppliers and agency partners.
- Operational role with a requirement for weekend work and an element of anti-social hours
- Develop and manage online presence for recruitment and onboarding, working with marketing to promote the recruitment plan
- Develop and review onboarding process reviewing all systems to support and engaging and efficient onboarding process

### 5. Main Assignments

- Ensure that all legal obligations and compliance is adhered to through all activities.
- Develop the onboarding process for salaried and casual employees.
- Position HPL as an employer of choice for our target talent.
- Ensure that wage queries are dealt with efficiently and effectively.
- Ensure that staffing is both cost effective and suitable to meet the needs of the specific event or function. Outsource to nominated agencies where applicable and ensure all costs are captured.
- Support with the development of a 12-month recruitment plan to support the peak periods of business.
- Drive recruitment in all geographical locations associated to business operations (Potential travel required)
- Manage and execute staff check in requirements across the business as required
- Drive the level of direct recruits across all areas of the business.
- Develop new job roles that can support the business including kitchen assistants, KP's, Managers without the use of agencies.
- Manage agency partners to strict SLA's.
- Review and refine recruitment plan to onboard new talent within any identified gaps in the casual pool skillset.



- Review and manage online training platforms to update modules to remain compliant with current legislation.
- To recruit, train and develop team members as appropriate to their job role and growth.
- Ensure all processes with regards to the security aspects of the venues, stock, personnel, and client’s expectations are reached and maintained pre, during and post events.
- Focus on central initiatives to benefit young talent entering employment with Heritage Portfolio including apprentice and internship schemes.

### 6. Accountabilities

- Compliance to company and statutory regulations relating to safe systems of work, health & safety, hygiene, cleanliness, fire and COSHH.
- Training and development of the team is given a focus for performance, engagement, and retention.
- Grow an understanding of all the sites operationally to be able to support the development of the staffing, recruitment and training plans for all managers focused on venue-by-venue priorities.
- Drive and review the opportunities for TimeTarget system improvements in line with business needs.
- Monthly reporting of labour lines to the Business Managers
- Achieve compliance with all staffing related activity.
- The proportion of directly recruited staff to agency staff is increased and managed appropriately.
- All HR Policies and Procedures are adhered to.
- Relationships are developed with key stakeholders to allow development both operationally and functionally to enable personal growth.
- Agencies are used appropriately, and quality and continuity are monitored and managed.

### 7. Person Specification

- Essential
- Previous event and staffing experience
  - Recruitment experience
  - Strong interpersonal skills
  - Well organised, responsive, and able to work under pressure.
- Desirable
- Knowledge of HR policy and practice
  - Presentation skills to present information appropriately at all levels
  - Managing a team
  - Operations experience
  - Prior experience of delivering training sessions on specific industry topics
  - Experience of working with time and attendance systems
  - Proficient user of Microsoft Office programmes

### 8. Competencies

• Recruitment skills	• Innovation and Change
• Training delivery	• Employee Engagement