

Head of Recruitment and Talent Acquisition

Grade: SEO/Pay Band 25

Job Description

Job Title:	Head of Recruitment and Talent Acquisition
Reports to:	Director of HR Shared Services, OHR
Responsible for:	Recruitment and Talent Acquisitions Teams 2 direct reports
Grade:	Senior Executive Officer, (SEO), Pay Band 25

What we do?

The Office of Human Resources (OHR) is a central service that is vital in supporting employees and leaders across all IOM Government functions.

OHR is transforming its structure, skills and resources to bring the Chief Minister's vision of a 'People First' organisation to life. We aim to create an OHR that truly supports our customers and our staff where everyone is given opportunities to develop, there is a positive atmosphere that values each person's contributions and successes, and we deliver a service we can be proud of. We are looking for passionate individuals to help us achieve our vision, improve our services and enable people to reach their potential.

Our Objectives:

- Cultivate a performance-driven culture across the public service
- Remodel career development, talent management and succession strategies and
- Work towards becoming the Island's employer of choice

What will you do?

As the Head of Recruitment and Talent Acquisition, you will play a crucial role in leading and developing the Recruitment and Talent Acquisition Service teams within OHR. This role is pivotal in fostering a positive employer brand, implementing competitive recruitment practices, ensuring effective candidate assessments and engaging candidates throughout their journey. You will oversee the full recruitment life cycle from job requisition to onboarding ensuring a smooth experience for both candidates and the Recruitment Managers.

You will play a key role in shaping our workforce, ensuring we have the right people in place to deliver exceptional public services as well as, providing expert advice on recruitment, employment contracts, and ensuring compliance with policies, regulations, employment legislation, and best practices along with developing and implementing innovative recruitment strategies to hire, and retain top talent across the IOM Governments Departments, Boards and Offices.

By effectively leading the team, collaborating with key stakeholders and representing OHR across a range of forums you will be responsible for enhancing and monitoring the recruitment practices across the Isle of Man Public Service.

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What does that involve?

Leadership and Strategic Direction

- Provide strong leadership to both the Recruitment and Talent Acquisition Managers, including setting a clear vision and goals, providing ongoing feedback and support, and fostering a culture of collaboration and continuous improvement.
- Ensure that the Recruitment and Talent Acquisition teams attract and hire top talent and have overall accountability for the teams' day-to-day activities.
- Work collaboratively with OHR Directors and senior leaders across the organisation to forecast staffing needs and develop proactive recruitment solutions.
- Ensure that the teams agreed to maintain optimum service delivery to required service levels. Drive improvements in the knowledge and skills held within the team. This may involve providing training opportunities, mentoring, and coaching to support career growth and advancement.
- Develop and implement a comprehensive recruitment and talent acquisition strategy that meets the government priorities and workforce planning and aligns with the Isle of Man Government People Strategy.
- Act as Lead HR representative with the Application Tracking System provider to drive forward improvements, ensure changes are communicated across hiring managers and support the HR teams to resolve issues that may arise.

Proactive recruitment

- Work with the Recruitment and Talent Acquisition Managers to be responsible for addressing any inefficiencies in the recruiting process and the implementation of changes across the team to improve and streamline processes.
- Oversee the implementation of best practices in talent sourcing, candidate assessment, and selection processes to ensure a fair and efficient recruitment cycle.
- Work with hiring managers, Departments and OHR colleagues to identify and address specific recruitment challenges they are facing and develop hiring plans and strategies to encourage a data-driven, pro-active recruitment approach.
- Address recruitment challenges and bottlenecks proactively, using creativity and resourcefulness to find effective solutions.
- Support any workforce planning activities as required and ensure support individual recruitment for key hard to recruit roles.
- Implement employer branding activities and support internal communications to encourage employees to be brand ambassadors, developing and maintaining a diverse talent pipeline through innovative sourcing techniques and partnerships with external organisations.
- Provide direction and management support for the design and planning of selection processes for recruitment exercises including assessment centres.
- Keep up to date with best practice and research what other organisations are doing in all areas of recruitment and talent acquisition and bring new ideas from outside the organisation to develop our recruitment practices.

Getting recruitment right

- Develop, enhance and maintain recruitment policies and procedures that align with legal requirements and best practices. Ensure that all recruitment activities, from job adverts to starting a new hire, are conducted in accordance with these policies.

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- Provide advice and guidance on complex recruitment and employment contracts in accordance with appropriate policies, procedures, regulations, employment legislation and best practice.
- Ensure that appropriate Service Level Agreements are in place and collate and analyse data to ensure these are relevant and being met.
- Using data driven insights, optimise the recruitment processes and improve key metrics such as time to hire and quality of hire.
- Provide monthly Management Information to the OHR Directors to demonstrate that continuous improvement and Quality Assurance checks are effective in areas such as terms and conditions of service and that Written Statements are accurate, fit for purpose and in compliance with legislation, policies and good practice and held in accordance with the provisions of GDPR. . Manage any changes to ensure compliance and ensure that documentation is retained for the required duration as per legal and regulatory requirements
- Provide monthly data and analysis of recruitment statistics for Cabinet Office Board.
- Manage various stakeholder relationships to work collaboratively, keep informed and address any issues. Stakeholders can include service providers, Chief Officer Group, senior management teams, recruiting managers Public Services Commission, Locate Isle of Man, Isle of Man Immigration Service, OHR teams etc.
- Lead the Project tHRive Recruitment workstream to ensure that the project is delivered within the agreed plan.

People and Performance Management & Improvement

You will also provide support to OHR in several areas which may include but are not limited to:

- Contribute to the development of a compelling vision for the future of OHR, supporting teams to deliver high-performing HR services by placing the customer at the heart of the HR services they deliver.
- Work with senior leaders to ensure that agreed actions are being delivered against the Government's People Strategy. You will also support the Director of HR Services in the continuous review and alignment of objectives and priorities.
- Promoting the work of Government enhancing the reputation as an employer of choice and implementing and maintaining the culture reform programme, Our Public Service, A Great Place to Work.
- Ensuring that Public Service recruitment responds to change, such as equality legislation, flexible and remote working and well-being initiatives .
- Manage the development of service level agreements and delivery against them by the Talent Acquisition and Recruitment teams and Departments, taking ownership of and addressing issues where they arise.
- Utilise data analytics to monitor and improve the effectiveness of recruitment strategies and programs.
- Serve as a trusted advisor on recruitment and talent acquisition matters, providing strategic insights and recommendations.
- Represent the IOM Government at recruitment events, job fairs, and networking opportunities.

Diversity and Inclusion

- Champion diversity, equity, and inclusion in all recruitment activities, ensuring diverse candidate pools and inclusive hiring practices.
- Develop and implement initiatives to attract and retain underrepresented talent in the public sector workforce.

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Reporting Framework

The Head of Recruitment and Talent Acquisition, as a member of the IOM Civil Service, reports to the Director of HR Services.

The Director of HR Services is responsible as 'Reporting Officer' for the implementation of, and compliance with, the relevant IOM Civil Service Performance & Development Review Scheme and Personal Development Plan, as it applies to the post on an annual basis.

Integrity

As an appointee of the Office of Human Resources, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all OHR business and to uphold such confidences.

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their advice and actions on others and will seek guidance as appropriate. The job holder will be responsible for identifying any possible risks to a responsible manager, Safety Adviser and/or the Health and Safety Review Group as appropriate.

General Scope

This document is intended to be a guide to the general scope of duties and not a rigid, inflexible specification. The employee shares with the employer the responsibility for suggesting alterations to the scope of duties to improve the work situation. This job description will be reviewed as necessary to reflect the future requirement.

People Qualities – Level 5

The Isle of Man Government People Qualities have been designed as a framework to support positive personal development for every individual within the organisation.

<https://hr.gov.im/media/1644/iomg-people-qualities-level-5.pdf>

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Evidence of ongoing continuous professional development, particularly in recruitment, talent acquisition, marketing or a related field.	Essential	CV/Interview
Relevant HR qualification or equivalent	Desirable	CV
Expert knowledge of recruitment and talent acquisition with practical experience of developing and implementing related strategy.	Essential	CV/Interview
Strong leadership and management skills with experience of successfully leading, managing and inspiring teams to deliver organisational goals	Essential	CV/Interview
Experience of implementing change and developing service delivery to meet customer needs	Essential	CV/Interview
Excellent communication, negotiation, and stakeholder management skills.	Essential	CV/Interview
Capability		
Influential and persuasive when meeting with people at all levels Ability to challenge behaviours and attitudes which present a barrier to change and improvement. Ability to influence, negotiate and persuade on complex issues	Essential	CV/Interview
Strong written and verbal communication skills including the ability to write business cases and reports and presentation skills.	Essential	CV/Interview
Understanding of recruitment within the Public Service environment	Desirable	CV/Interview
Organised and able to manage multiple projects and tasks	Essential	CV/Interview
In-depth knowledge of recruitment best practices, employment laws, and compliance requirements.	Essential	CV/Interview
Knowledge of the data protection principles and their application in the workplace	Essential	CV/Interview
Proven ability to analyse and interpret HR analytics to identify trends, enhance decision-making and provide actionable insights to improve the organisations performance	Essential	CV/Interview

Leads initiatives to enhance the candidate experience, ensuring a seamless and positive journey from application to onboarding.	Essential	CV/Interview
Ability to think strategically and develop innovative recruitment solutions.	Essential	CV/Interview
Character		
Supports teams to succeed, empowering people through coaching, mentoring and sharing knowledge. Committed to developing the team's knowledge and skills to deliver quality services.	Essential	Interview
Ability and confidence to explore all opportunities for delivering a successful recruitment campaign	Essential	Interview
Strong ability to work calmly and effectively under pressure	Essential	Interview
Demonstrate self-motivation and personal impact. Takes personal responsibility for the level of service delivered by the team	Essential	Interview
Other requirements		
Isle of Man Worker	Desirable	Application
Flexibility and willingness to work between different locations	Essential	Interview