

Head of Internal Recruitment

Reports to: Associate Director - HR & Recruitment
Hours required: 8:30 – 17:30 Monday to Thursday, 8:30 – 17:00 Friday with some additional hours as needed
Office location: Hybrid working from home available with an expectation of 2 days per week in the office as a minimum

Company Background

The Encore Property Management Group specialises in the ongoing management of large residential developments. Based in Cambridge and with offices in London, Sandhurst and Nottingham, Encore works across East Anglia, London, the Home Counties, the South and East Midlands, and has plans for further growth. The Group also consists of separate Facilities Management and Legal businesses, employing over 200 people. Encore prides itself on a commitment to excellence and customer service.

The HR and Recruitment function currently consists of an Associate Director supported by an Internal Recruiter and an HR & Recruitment Coordinator. As a team we are responsible for the management of all elements of HR, Recruitment and the strategy behind each approach.

Purpose

This is a key role within the business structure and a career defining position for the right individual. We have big plans so we are looking for the Head of Internal Recruitment to lead our exciting growth journey. The mission is to identify, attract and on-board exceptional talent in order to efficiently and effectively deliver our exciting plans.

In this role, you'll report to the Associate Director – HR & Recruitment and lead on hiring strategy and delivery. You'll join as a member of our wider HR team and be part of the Leadership Team.

You will be responsible for creating strong relationships with hiring managers, people partners and senior management. You will have a balance of strong delivery focus alongside leading on candidate and hiring manager experience, candidate attraction and employer brand. You will provide thought leadership on making Encore Estate Management an employer of choice.

Key Success Requirements

To be successful in the role, you will demonstrate:

1. **Exceptional recruitment skills** – an ability to build a best in class talent process which excites and engages external talent. You will use the recruitment process to inspire and set candidates up for future success at Encore
2. **Proven ability to control and manage people and projects** – you will inspire the team whilst managing projects to be pro-active in improving our offering. You are the company specialist on all things recruitment, so you will bring ideas to the table without waiting for them to be delivered to you
3. **Proven leadership ability to inspire and motivate a team** – you are able to inspire your peers to bring out their brilliant best, nurturing talent and creating a culture of excellence
4. **Depth of knowledge** – you will have excellent technical recruitment knowledge, deep familiarity with industry challenges and draw on extensive practical experience of the whole cycle of recruitment
5. **Thought leadership** – you will provide thoughtful answers to key industry challenges, and in doing so, lead Encore and its team to exceptional heights during a time of change

What you'll do

You will be brilliant at and responsible for:

Outcome 1: Recruitment Strategy

- Manage and implement the Recruitment and Retention strategy and pro-actively add to it for future projects.
- Be innovative in sourcing strategies and be able to identify different strategies for different roles
- Work closely with the AD on headcount planning, budgeting and forecasting
- Be able to report on recruitment metrics such as funnel, time to hire etc. and use analytics to track progress and influence recruiting processes and direction
- Constantly find ways to improve on how we hire – What we do now may not be the right thing in 12 months' time
- Regularly map the market to understand what our rivals do, any areas we need to diversify and to ensure we are well benchmarked in the industry

Outcome 2: Recruitment

- Ensure all recruitment is being efficiently progressed within acceptable timeframes
- Hold interviews as required
- Manage the time to hire metric closely
- Have your “finger on the pulse” with all roles that are under recruitment. Know where your team is at during all recruitment processes
- Create effective reporting processes to keep all stakeholders updated on their roles
- Ensure all candidate feedback is delivered quickly after interview, ensuring fair but legal reasons for rejections

Outcome 3: On-Boarding

- Provide a brilliant experience for every candidate and drive the interview process end-to-end from sourcing to closing the offer.
- Ensure the candidate is engaged through our ATS Green Room and constantly create new content
- Manage new starter communication to ensure awareness of first day key details (Location, time etc.)

Outcome 4: Team Management

- Build a world class Talent Acquisition function
- Manage the Internal Recruiter and any future team to create a high performing function
- Carry out regular performance and development reviews
- Ensure your team is giving incredible service to all candidates
- Manage the feedback of candidates on interview experience

Outcome 5: Senior Leadership

- Attend meetings with the Board of Directors to give updates, share your vision and advise on the progress of projects
- Do regular reporting and data analysis for the Board of Directors
- Work with the Associate Director HR & Recruitment to build Recruitment and Retention strategies and manage the outcomes
- Deliver on projects required to enhance the business offering

Outcome 6: Systems

- Manage our ATS (Job Train) and critically assess its effectiveness regularly
- Research and advise on new recruitment portals, tech or systems to enhance the recruitment offering

The above duties are not exhaustive and you will be required to complete any other adhoc duties as dictated by the role. The successful candidate must be willing to travel to all Encore offices as required.

Skills & Experience Required

The successful candidate will present with the following:

Qualifications and Experience

- Minimum 7 years of experience of working in-house some of which were spent in a high growth, fast paced environment in a leadership role
- Be comfortable working high volume recruitment
- Knowledge of Property Management or a passion for Property is a real plus!
- The ability to prioritise and juggle multiple balls at the same time
- Experience of working to budgets and assisting with putting them together with a strategic and holistic view in mind
- The know-how to come up with creative sourcing techniques to attract the right talent and know your way around different sourcing tools like LinkedIn Recruiter, Indeed and more
- Be exceptionally client-focused, partnering with both our business leaders, hiring managers and external candidates to deliver a first-class experience for all stakeholders
- Be confident in being able to assess candidates for all roles without guidance
- Experience operating as a Full-Cycle Recruiter, developing, facilitating, and implementing all phases of the recruitment process
- Proven success in creating inclusive hiring practices
- Enthusiastic and motivated self-starter who is not afraid to ask questions and has a natural focus on making things happen
- There will be the ability to grow your team as we grow and therefore experience in scaling teams would be useful

Skills

- Excellent time management, prioritisation, delegation and project management skills
- Excellent recruitment skills – interviewing, drafting Job Specifications, advertising and proactive approaches
- Excellent communication skills – letter writing and the written and verbal presentation of information
- Excellent people skills – an ability to adapt your style as required
- Excellent commercial skills – demonstrate a savviness and awareness of commercial reality

Behaviours

- **Accountable:** take personal responsibility for seeing things through to successful resolution
- **Thorough:** attention to detail, the ability to think things through – not just follow a checklist
- **Commitment:** take pride in your work and care about your/the team's performance
- **Mature:** common-sense approach. Remain calm & measured while juggling multiple projects
- **Positive:** an optimistic, can-do attitude that improves team morale

These are the key responsibilities of the role. There will be other general duties associated with the position. To be eligible, a candidate must be legally able to work in the UK.