

Recruitment Operations Coordinator

JOB PACK

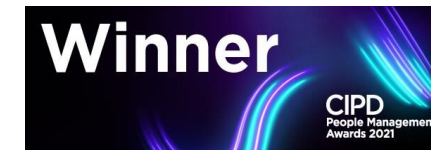
POLICE:NOW
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JOIN AN AWARD-WINNING BRAND

40+ industry awards

Including:

- The Times Top 100 Graduate Employers 2018-2024
- The Firm Awards 2024
Best Candidate Experience
- HR Excellence Awards 2022
Best Diversity and Inclusion Strategy
- CIPD People Management Awards 2021:
Best Learning and Development Initiative - public/third sector
and Best Inclusion and Diversity Initiative
- Personnel Today Awards 2021
Graduate Scheme of the Year 2021
- Recruiter Awards 2021
Best Graduate Recruitment Strategy
- Institute of Student Employers Awards 2021
Innovation in Attraction, Best Attraction Campaign
- TARGETjobs National Graduate Recruitment Awards 2021:
Best Diversity and Inclusion Strategy and The Rising Star



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THE POLICE NOW MISSION

Our mission is to transform communities, reduce crime and anti-social behaviour, and increase the public's confidence in the police service by recruiting, developing and inspiring outstanding and diverse leaders in society and on the policing frontline.

We are working towards a day when every community, whatever the socio-economic background of its residents, can thrive without being fearful of crime. We are looking for talented, committed and mission-aligned individuals who will drive us towards achieving our ambitions.

Police Now recruits and trains graduates and career changers with leadership potential to become inspirational police officers and outstanding crime fighters on our National Graduate Leadership Programme and our National Detective Programme. Beyond these programmes, our officers may join our Frontline Leadership Programme and be further developed giving them the best possible chance to progress through the policing ranks and have a lifelong connection with us.

Our 115-strong not-for-profit organisation aims to create systemic change. We need highly capable impactful staff to support the recruitment and development of our officers and to cultivate strong relationships with partner forces and the wider sector.

OUR ETHOS

We hold ourselves and each other accountable for demonstrating **Police Now's Leadership Principles** through our actions:

- **Mission at the heart of everything we do:** we prioritise the mission in every decision we make, so that our actions are always contributing towards our goal of transforming communities through the people we bring into and progress through policing.
- **Integrity and honesty:** we act with integrity in everything we do, building relationships based on trust and respect; we communicate candidly, giving honest and compassionate feedback to each other so we can improve, and develop our talent.
- **Delivering the highest quality:** we are dedicated to delivering outstanding quality and professionalism to our partners, participants and candidates; we nurture and develop positive long-term relationships that are valued by our customers.
- **A passion for making an impact in policing:** we learn all we can about the experiences and challenges of frontline officers and participants, so that we can improve our programmes and maximise our impact on crime and confidence.
- **Innovative and open-minded:** we believe that anything is possible, including positive, lasting change in policing and communities; we empower and challenge each other to innovate across our work and programmes.
- **Personal responsibility:** we take personal responsibility for accelerating progress and solving problems, and to collaborate with colleagues across Police Now to deliver our commitments and goals.
- **Embrace diversity:** we value and celebrate everyone's diverse backgrounds, talents and leadership, and seek out different viewpoints and perspectives; we use these to educate ourselves and to inform decision-making.
- **Value the investment of public money:** we work hard to earn and be trusted with limited public resources; we actively prioritise activities that make the biggest impact towards our mission, and spend intelligently to make every penny count.

DIVERSITY AND INCLUSION

Police Now touches the lives of the public through our work. In every element of our programmes, our work with forces and partners, and our HQ activities, we want to ensure that demography does not equal destiny. It is important that our workforce reflects the communities that we serve and are empowered to contribute their best. We are an equal opportunities employer committed to diversity and inclusion in policing and our Head Office.

What have we done?

- We appointed an Executive Sponsor for Diversity and Inclusion, Chief Marketing Officer Clare Power. We also established a Diversity and Inclusion Board Committee in 2020.
- We utilise an accessibility toolkit within our application system that allow candidates to amend their page view to suit their needs, such as downloading audio files, change language settings, and amend font size and colours.
- We 'blind screen' to help remove potential implicit bias or adverse impact at the screening stages.
- We assess genuine commitment and understanding to diversity and inclusivity throughout our recruitment stages.
- Diversity and inclusion is embedded in our performance and promotion frameworks as a key performance area.
- We complete an annual gender and ethnicity pay gap report.
- We measure both the representation and success of underrepresented groups on our programmes and within headquarters and interrogate the data so we can improve.

THE ROLE: THE PURPOSE

Title: Recruitment Operations Coordinator

Start date: March 2025

Line manager: Operations Lead

Location: London office, with some flexibility to work from home

Salary range: £29,000 - £32,000, per annum (dependent on experience and inclusive of London weighting)

Closing date: 10am Monday 17th February

Contract type: Permanent

The purpose of your role

We're looking for a Recruitment Operations Coordinator to join our award-winning team to support the operational delivery of the recruitment, selection and onboarding processes for all Police Now programmes, to enable us to achieve our ambitious mission.

You will provide comprehensive data and reporting, administrative, candidate and project support to aid the day-to-day delivery of the Police Now Recruitment team. We're responsible for recruiting and supporting a large pipeline of talented and diverse individuals across our three core programmes so it's a fast-paced and varied role that involves working closely with candidates as well as our team.

You will be dedicated to delivering an excellent candidate experience throughout the entire candidate journey, as well as being the main point of contact for queries via email, live chat and phone. You will be involved in a range of projects throughout the recruitment yearly cycle from creating and maintaining our departmental reporting dashboards, to application screening and conducting compliance referencing and qualification checks for our offer holders. You'll also be one of the core team members responsible for welcoming candidates to our digital assessment centres and facilitating the sessions to ensure they runs smoothly.

THE ROLE: RESPONSIBILITIES

What you'll do – the key responsibilities

- Candidate experience will be at the heart of all you do, and you will support the team with their work with candidates throughout the application journey. This will include screening candidate applications, contacting candidates for further information, providing support throughout each stage of the process where required and conducting onboarding compliance checks, such as referencing and degree certificate verification.
- You will be part of a team of Coordinators who maintain oversight of our busy inboxes and online live chat to respond to candidate queries. Together you will also facilitate assessment centres and support with running onboarding and attraction events. This will include organisation of events, managing bookings, preparing materials, delivering presentations and welcoming and being one of the main points of contact for attendees on the day, whether online or in person.
- Delivering key projects throughout the recruitment yearly cycle, including responsibility for creating, maintaining and updating our departmental candidate journey mapping and reporting dashboards through Microsoft Excel, as well as conducting ad hoc data requests for internal and external stakeholders. You'll also facilitate our end of campaign handovers to various platforms and teams.
- Monitoring and updating our applicant tracking system, preparing and sending candidate communications, updating templates, spotting trends and troubleshooting and resolving issues.
- Processing and dealing with invoices from external suppliers, ensuring that these are processed in accordance with organisational finance policies.
- Working closely with the Recruitment Management team to identify areas of need and focus for that week, splitting your time across multiple teams/people as needed.
- Ad hoc duties to support our busy team including managing and updating team resources and materials.

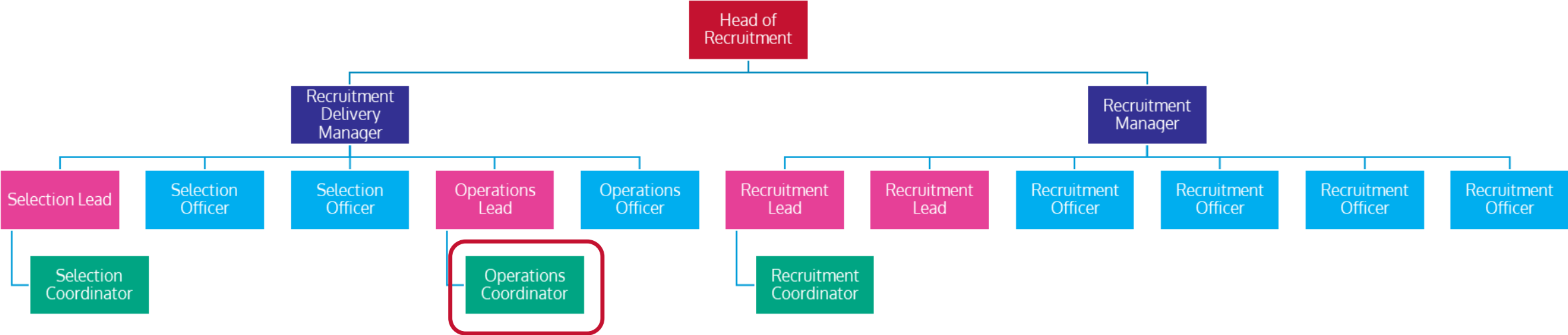
THE ROLE: REQUIREMENTS

What you'll need – the person specification

- Motivation and passion for the Police Now mission, values, and working within the policing sector.
- Proven administrative experience, ideally in similar high-volume candidate-driven environment and/or supporting a large team.
- Knowledge and understanding of the graduate recruitment sector would be advantageous, although experience in any recruitment environment facilitating elements of the recruitment and/or onboarding process would be considered.
- Sound organisational skills, with the ability to manage a varied workload, work to short deadlines and prioritise effectively whilst ensuring quality of output and attention to detail.
- A confident communicator who puts candidate experience first and is comfortable delivering presentations to small groups with the ability to build relationships virtually.
- Proficient IT skills, specifically including confidence with Microsoft Excel, as well as general computer literacy including Microsoft Word, Outlook, PowerPoint and ability to develop knowledge and proficiency of Police Now's applicant tracking and candidate management systems.
- Be a strong team player, able to build relationships with a large team remotely to understand priorities and flex working style appropriately.
- Excellent interpersonal skills with a personable and approachable style to communicate well at all levels and with different stakeholders, and strong written and verbal communication skills.
- Ability to work independently with limited supervision and proactively respond to situations.
- There will be a requirement for set days to be worked within the office (approximately 2-3 days per week) or stated venues to support with the running and delivery of events, as well as infrequent travel nationwide.

THE ROLE: TEAM STRUCTURE

This position will fall within our Recruitment department.



HOW TO APPLY

How to apply – please apply via our website:
www.policenow.org.uk/work-for-us/

What you can expect from our hiring process

The process may vary slightly to test for specific requirements; however you should expect the following:

- Submission of your CV and an application form
- A short telephone interview
- One or more face-to-face / online interviews

Application deadline:

10am on Monday 17th February

Interview dates:

Telephone interview: w/c 17th February

Face-to-face interview: w/c 24th February

Final stage online interview: Monday 3rd March

Please note these dates may be subject to change

Need further help?

If you have any questions, or would like to discuss any reasonable adjustments, contact us by emailing careers@policenow.org.uk.

We view workforce diversity as a business imperative and strongly encourage applicants from all backgrounds and walks of life, particularly those who identify as an ethnic minority in the UK.

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OUR BENEFITS



Holiday

- 27 days of annual leave plus bank holiday
- One month paid sabbatical after five years' service
- Enhanced pay for employees (with 1+ or 2+ years' service) going on maternity, adoption and shared parental leave



Flexible working

- Hybrid working model with both work from home and office working opportunities
- Opportunity for flexibility around core working hours (10:00-16:00) where required



Health and wellbeing

- Monthly mental health coaching sessions
- Award winning Vitality Health insurance including access to an Employee Assistant Programme, and a large array of health, food and hospitality discounts
- Free VDU eye test
- Access to Occupational Health support assessments



Learning and development

- Access to a central fund to support personal development and training
- Diversity and Inclusion training
- Regular Lunch and Learn sessions



Community and Events

- Organisational and departmental off-site events
- Monthly all staff meeting to discuss organisational performance and strategy



Pay and pension

- Clear and competitive salary structures, split by band, across the organisation.
- A pension with 6% employer contribution, with a 2% minimum employee contribution

OUR MEMBERSHIPS



The Prince's Responsible Business Network

Race at Work Charter signatory



From Business Disability Forum

